



Aviation Services Provider - Data Migration and Support

Business Requirement

The aviation services provider was provisioning recording of all activities in a case management application, for a client. The application was a shared platform used across all of their clients. The customer also required the information to be recorded in their dedicated system. Using the client's case management application as well as their own was simply inefficient. The two systems could not be connected due to client restrictions. The only solution was to get case information from the client system to the service provider system and vice-versa using people. By recruiting temporary staff and redeploying staff from other duties, 12 employees were assigned to manually reenter the records from one system to the other. This process created a huge backlog of cases that needed to be migrated and updated.

The Challenges

- Data was getting bigger. More data was being generated across multiple sources.
- System was perceived to be delivered as PaaS (Platform as a Service model).
- Endpoint systems could reside anywhere - on customer premises or in the cloud (in most instances, behind a firewall).
- Encryption of data at rest was a key requirement as multiple tenants resided on the same server and data separation and protection was essential.

Avenir Solution

Avenir deployed Virtual Workers to replicate the data from one system to the other, replacing the 12 staff with just two Virtual Workers and delivered the work in off hours to minimise the overall customer impact. The backlog of cases quickly cleared, and the reduced cost of temporary staff saved the client around £200K in the first three months of operation.