

INTERNATIONAL CRUISE OPERATOR



Facilitating effective service transition.

Background

Our client developed and procured a number of new applications to transform their booking management activities, and enhance their brand website. The booking management service risked launching at a significant delay, as the technologies used were not familiar to the client, and were due to go live within a short timeframe.

Approach

We used our experience and expertise from similar engagements to first capture and verify essential IT service management ways of working. We then enhanced these through adoption of self service, and reduction in back office support. We were engaged as the client's delivery partner at the core, using an agile and flexible work methodology to allow for an immediate deep dive.

Results

Our approach enabled the effective launch of the client's website with improved functionality; increasing revenues and reducing costs through improved service management processes. We also developed and provided a strategy to improve future IT service management for the client, facilitating effective performance and on-going delivery.

