CYBAGE
Delivering Value Scientifically

Cybage helped a leading airline solutions provider achieve customer satisfaction by being 100% SLA compliant in support processes

About the Client

The client is a recognized **leader in the travel industry** with groundbreaking technology that continues to modernize the **airline commerce and distribution landscape**

Its **customer base** includes many of the **world's top airlines** and its market penetration spreads across **six continents and 60 countries**

A leading **provider of technology solutions** that employs a **commoditized selling approach** to embrace the retail model

Business Challenges

- Delayed responses due to **lack of technical support to** customers and partners

- **Technological roadblocks** due to lack in infrastructure monitoring

- Facing of **downtime** due to **improper server and installation support**

- Frequent **escalations** due to **lack of Level 1 production support**

Business Solutions

24x7 technical support

Infrastructure monitoring and management

Installations, deployments, and decommissions of servers

Notification of production outages and unpredicted downtime

Tracking application-level exceptions

Level 1 production support

Resolve tickets/incidents not requiring resolution/escalation

Provide first line triage to recreate the issue exceptions

SUPPORT 24/7

Technology Stack

Technology Stack	Ticketing Tool	Monitoring
PagerDuty, Spinnaker, vmware, webmin, ACL Management	Jira, Zendesk	solarwinds, DATADOG, PagerDuty

Business Impact

24K+ L1 Tickets being **annually** handled

End user satisfaction with **100% SLA compliance**

Cost-optimized infrastructure support

L1 support team front ended **100% production issues**

Turn around time of **15 minutes** achieved for P1 tickets
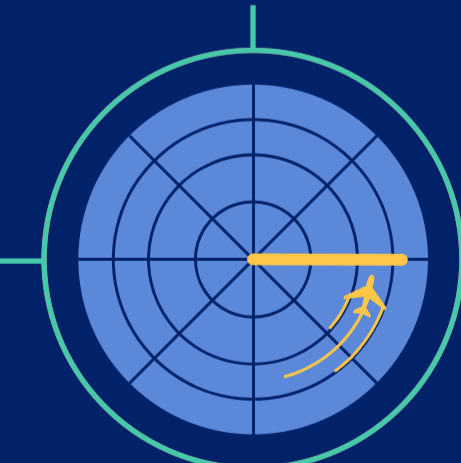
Efficiently providing **support services to 23+ airlines**

Cybage Travel and Hospitality

- Lodging
- Travel Distribution
- Travel Retailers
- Travel Consolidators
- MICE
- Specialty Lodging

Providing efficient support services to refine airline experiences

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