

be
bolder



Arajet: Premium Service
be bolder – Sabre Radixx



General context

Camilo Convers, CIO of Arjet, contacted us because he had a specific need for a new cash payment project for his organization. For this implementation, it was necessary to connect using the Radixx ConnectPoint SDK and perform some configurations within Radixx RES.

After an orientation call, in which we were able to answer the questions from the development team regarding the use of the ConnectPoint SDK and its services, Arjet decided to hire our consulting services specialized in Radixx products; at that moment, Arjet's team had several important questions related with the Radixx systems, which is core for the organization.

The questions were intended to strengthen:

- The knowledge of the airline's technological products by the technical and business staff around the company operation.
- The knowledge to establish connections with third parties, some from the industry and others outside it, to extend and complement the airline's services.
- The knowledge of ConnectPoint connection tools and INK API.

In addition to having a backlog with a significant size of technical support tickets from the airline to Radixx, some of which dated back to when the Radixx product went live at Arjet.



Applied success stories

1. Reduction of problem cases

Problem and context

Arajet had a backlog with more than 200 problems reported in Radixx, which had been unanswered for up to 6 months: Approximately 100 opportunity tickets and around 150 issue tickets. This resulted in Arajet's IT department being unable to advance its objectives and Radixx having an unfavorable image among users and IT staff.

Proposed solution

The backlog was intervened by reviewing and classifying the cases reported to the providers. After a few days of review, many of the reported cases were resolved without the intervention of the system provider. Then, alternative ways were established, and the system - Radixx was reconfigured to resolve those cases.

Results obtained

The backlog was reduced by 80%, and the case lifespan now does not exceed two weeks.

The 100 opportunity tickets could be reduced thanks to Replicated Data, those from RM with Kambr, and those from the cash payment gateway TodoPago. It was a 100% **be bolder** solution and advice, and **be bolder**



became the first source of consultation to solve problem cases or new requirements.

The above allowed Arajet to significantly reduce reports to Radixx for INK's RES, GO, ConnectPoint, and INK API products. In addition, **be bolder** advises Arajet in the report and documentation process when the issue or request needs Radixx intervention.

Testimonial

“We found that many of the issues reported corresponded to problems with the configuration or the knowledge of how to use the system.”

Yuri Rojas, IT Service Continuity VP.

2. Training

Problem and context

At the beginning of providing the consulting service, Arajet users asked questions unrelated to technological or software tools. These questions were oriented toward business concepts and how these were answered in system functionalities or configuring and using the software.

Proposed solution

The need to generate training and short courses for the Arajet team on these work fronts was established with the client:

- General concepts of commercial aviation.
- Management of Radixx RES for call center agents.



- In-depth management of Radixx RES for IT and business users.
- Radixx RES and GO configuration, ancillaries, taxes, and inventory.
- In-depth management of Radixx GO for stations.

Results obtained

Requests for consultation on the systems decreased, and now there is appropriation from the business users into the systems. This is due to the structuring and training on software tools that **be bolder** carried out for Arjet staff.

Arjet's internal service desk tickets at Zendesk decreased thanks to **be bolder** consulting. Likewise, thanks to the training carried out by **be bolder**, the Commercial Department tickets related to Radixx were reduced.

Testimonial

"At first, we thought that Radixx was not a good product compared to other PSS (some users have used Navitaire); it was not very flexible and user-friendly. After training, we realized the product's advantages and that some errors presented were due to a wrong configuration or lack of knowledge of its use."

Arlette Almanzar, Project Manager.

3.Facilitate third-party connections

Problem and context

Third-party connections are a fundamental part of airline marketing and operations. The development and implementation of these integrations



with the core systems by third-party systems took, on average, three months, which generated cost overruns in this kind of project, and the time to market was too long for the airline's current needs.

Proposed solution

Taking advantage of **be bolder's** experience using the Radixx ConnectPoint SDK for integration projects with third parties, it was defined that **be bolder** would be the supporter and guide for the connection process to have a much more effective and faster way of integration.

Results obtained

Connections with OTAs and other third parties were reduced to an average time of three weeks. This positively impacted the pipeline of the Commercial Department since the market launch was carried out in half the estimated time, generating better sales in strategic and low penetration markets. **be bolder** even guided other software providers to integrate with best practices, managing to reduce implementation times and on-time releases required by the Commercial VP.

Testimonial

"At first, the third parties complained about the connection process with Radixx and how they were delayed for the lack of information about it, but now we respond quickly to the third parties, and they can now carry out their processes without so many delays."

Arlette Almanzar, Project Manager.



4. RM simplification

Problem and context

From Kambr, the chosen system by Arájet for its RM, not all the necessary information was being sent to Radixx promptly due to information exchange processes that, in some cases, had to be carried out manually, causing inconsistencies and eventual economic losses, especially on flights with connections.

On the other hand, Arájet's RM Department configured fares with two letters, which is not common in RM systems. By not following the standard, Kambr staff explained to Arájet that their Kambr did not recognize these types of fares and that they generated conflicts in their systems, a problem also expressed by OAG, Innovata, and the sales onboard staff. All of these conflicts impacted BI and onboard sales reporting.

Proposed solution

Based on the understanding of the business, **be bolder** provided two-letter fare management created by Arájet's RM team. These were fare identifiers for employees, employee work trips, bundles for C-level executives, and gift bundles for VIPs from governments or consuls, which generated blockages in Kambr and OAG.

Thanks to **be bolder**, these restrictions were identified so that it runs automatically. Additionally, with the help of **be bolder**, it was possible to understand where the conflicts were generated and the process.

From a technological perspective, using automation tools, automatic flows were created to respond to business rules, allowing the massive generation and updating of information benefiting RM, which reduced process



execution times and errors caused by manuals. Also, processes were reduced.

Results obtained

Since the creation of automation, problem resolution times have been reduced, going from several months to a week. The cost of the solution to the airline was also reduced by approximately \$75,000.

Agreements were generated between the different Departments to create these unique fares, taking care of the impact on the others to avoid reprocessing. In addition, Revenue Accounting was able to reconcile several accounts that had problems with this kind of fare.

Testimonial

“Thanks to the intermediate solution implemented, we had communication and RM management for connecting flights without major setbacks.”

Greg Tarniowy, Revenue Management VP.