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Optimizing Helpdesk Operations in Aviation Using Asset Infinity

CLIENT PROFILE

Industry: Aviation
Size: Large international airline with a fleet of over 200 aircraft
Location: Headquarters in Frankfurt, Germany with international presence

CHALLENGE

The airline faced significant challenges in managing internal support across departments such as ground operations, IT, maintenance, and customer service. The absence of a centralized helpdesk system led to disorganized ticket tracking, poor SLA compliance, and communication gaps. These inefficiencies caused delays in issue resolution, disrupted workflows, and reduced staff productivity. The lack of visibility and automation further hindered service quality, highlighting the need for a streamlined solution to enhance support operations.

HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS

SOLUTION

Asset Infinity provided a unified helpdesk platform that streamlined ticket management, automated escalations, and improved accountability across all departments.

SUMMARY OF MEASURABLE BENEFITS

- **Faster Resolution:** Reduced average ticket resolution time by 35%, accelerating support responses organization-wide.

- **SLA Compliance:** Increased SLA compliance by 40% with structured workflows and timely escalations.

- **Multi-Channel Support:** Enabled email, portal, and mobile-based ticketing for broader accessibility and convenience.

- **Improved Visibility:** Centralized tracking improved issue visibility and accountability, minimizing communication gaps.

- **Operational Efficiency:** Enhanced productivity across departments by reducing delays and redundant follow-ups.

- **Staff Satisfaction:** Improved internal service quality and staff satisfaction by addressing issues faster and more effectively.

IMPLEMENTATION PROCESS

- **Initial Assessment:** Conducted a deep-dive audit of current ticketing practices to identify major gaps and redundancies.

- **System Integration:** Connected Asset Infinity with existing IT and HR systems to unify support processes and data flow.

- **Data Migration:** Shifted legacy ticket records into Asset Infinity for complete context and ongoing ticket continuity.

- **Workflow Setup:** Configured SLAs, automated routing rules, and custom ticket categories for each department.

- **Training:** Delivered hands-on training sessions for helpdesk and departmental users to ensure platform readiness.

- **Ongoing Support:** Established a support plan with health checks, periodic reviews, and process improvement recommendations.

CONCLUSION

With Asset Infinity, the airline successfully optimized its internal helpdesk operations, achieving faster resolution times, enhanced SLA tracking, and seamless ticket visibility. The unified system not only improved operational coordination but also elevated staff satisfaction and accountability across departments. The successful deployment of Asset Infinity reaffirmed the airline's commitment to operational excellence and internal service quality. This transformation highlights Asset Infinity's capability to meet the complex helpdesk needs of aviation enterprises, offering efficiency, clarity, and measurable performance gains.