

Case Study

15-minute switchover:

How Transavia kept its planes in the air while transitioning to a new network





Customer

Transavia

Industry

Aviation

Summary

As a leading low-cost carrier in the Air France-KLM Group, Transavia knows all about lean delivery. Flying to more than 100 destinations in Europe, North Africa, and the Middle East, it felt it would benefit from replacing its traditional IT network with a modern, secure, and cloud-native SASE SD-WAN architecture.

The question was not which solution was best, but who Transavia should partner with to meet its very specific aviation needs, not least the need to keep its planes in the air amid highly complicated and stressful switchover moments.

The choice fell on IPknowledge as its implementation and managed services partner, and today Transavia is seeing the benefits of:

- Full ownership and end-to-end visibility over its network and configurations
- Up to 99.99% network uptime guarantee
- Enhanced employee user experience helping to minimize flight disruptions
- Enhanced cybersecurity based on Zero Trust principles and 24/7 monitoring
- Lower operational costs by removing redundant vendors
- Less operational burden on the internal IT department

The strategic transformation has made Transavia's IT operations more agile, scalable, and better aligned with its low-cost, high-tempo business model.

Go to page 10 for an extended overview of the project deliverables.



The challenge

Rapid business growth but limited network control

Everyone who has taken a plane knows the stress of delayed flights, luggage no-shows, and staff unable to help because “the system is down.” In aviation, perhaps more than any other customer-facing industry, having a stable and secure IT network is crucial. It’s both the key to ensuring flight operations run smoothly, and the backbone for building customer preference, from the booking experience to disembarkation.

Operating in the intensely competitive world of low-cost flights multiplies this. In a business model built on high utilization rates, ultra-fast turnarounds, and lean staffing ratios, it is vital to avoid any and every preventable disruption and switch to a much-improved IT solution designed to support future growth.

Historically, Transavia’s IT network operated within a distributed IT landscape inside the KLM and Air France-KLM Group IT infrastructure. This shared environment reduced operational costs, but Transavia’s IT needs and digital transformation priorities increasingly differed from those of its parent airlines. As a result, Transavia lacked full network autonomy and had limited visibility into its own network and application performance. This challenge was further compounded by Transavia’s incumbent WAN and firewalls provider, which failed to provide the detailed network insights Transavia needed.

This lack of transparency created real risks for both stability and security. Just like peering through a dirty windshield, the inability to gain clear insight into network activity, application usage, communication patterns, and user behavior meant Transavia's IT department struggled to identify issues quickly or prevent network performance problems from affecting flight operations. It was also putting a brake on Transavia's ability to meet its growth ambitions. In addition, Transavia faced two external pressures:

- **Cloud transformation:** transitioning from traditional on-premise data centers to a cloud environment would require robust connectivity and high performance.
- **Evolving cybersecurity landscape:** the increasing regulatory scrutiny and operational risk required modern, adaptive cybersecurity measures.

Transavia's conclusion was that it needed a cloud-native network architecture that would deliver stable connectivity, ensure reliable application performance, enforce consistent cybersecurity, and remain cost-effective.



Searching for the right solution

Expertise
and efficiency
matter more
than brands



Everything is measured in seconds in the aviation industry. A minor network issue can ripple quickly across operations, delaying turnarounds, disrupting crew scheduling, and potentially impacting flight safety. Excellence in quality and reliability is non-negotiable. This in turn means that any project that could impact operations – like transforming your IT network – comes with a bunch of other requirements. In addition to capability, these include speed, flexibility, agility, and the foresight to head off problems before they occur.

With this in mind, Transavia evaluated not only large system integrators, including Cisco and Vodafone, but also some specialized managed service providers (MSPs). After a comprehensive assessment of technical capabilities and service resilience, the company singled out IPknowledge as meeting the highest standards across four decisive criteria:

- **Proven expertise with SASE SD-WAN platform:** Transavia liked that IPknowledge could demonstrate a deep understanding of, and decades of hands-on experience in, cloud-native networking, such as the Zero Trust security model, application performance optimization, and global backbone routing.

- **Up to 99.99% SLA-backed uptime guarantee:** To meet Transavia's strict uptime requirements, IPknowledge recommended at least two independent internet access lines per site, configured in an active-active setup. If one connection fails, traffic automatically continues over the other, ensuring continuity without downtime. Moreover, IPknowledge commits to up to 99.99% SLA (Service Level Agreement) site availability.
- **Customized IT solution with 24x7 proactive monitoring:** In its conversations with Transavia, IPknowledge emphasized its belief in tailored network solutions, direct access to senior engineers, and streamlined communication channels that eliminate the ticketing complexity and siloed escalation paths typical of large integrators. Besides, IPknowledge provides 24x7 proactive monitoring, with immediate follow-up and rapid response in case of incidents.
- **Agile service delivery with a single point of contact:** Unlike process-heavy managed service providers, IPknowledge operates with minimal overhead, which enables rapid deployment and continuous, iterative improvements – a strong fit for Transavia's dynamic operational environment. Meanwhile, with established relationships across 500+ ISPs in more than 100 countries, IPknowledge relies not on third-party intermediaries, but directly sources connectivity from local telecom operators. This means IPknowledge can also significantly remove Transavia's burden of coordinating multiple local Internet Service Providers (ISPs) across regions, each with their own contract terms, local languages, and billing practices such as invoicing in different currencies.

As Jorick Hameter, IT Area Lead at Transavia, put it:

“As a low-cost airline, we are always looking for the best value for money. IPknowledge proved to be the best fit for us. Rather than selling us a standard product, they thought and worked along with us to deliver the fastest and most effective solution tailored to our needs.”



As IT Area Lead at Transavia, Jorick Hameter focuses on building future-proof IT landscapes that enable smooth operations and continuous improvement.

The planes must keep flying

Zero disruption through risk-aware planning and time-efficient automation

In every IT project, the biggest risk lies in execution. And when dealing with planes in the air and people's lives, any risk must be taken even more seriously than normal.

Typically, a network transition follows a simple rule: only retire the old network until the new one has proven stable. It's like buying a new pair of shoes: you try them on, break them in, and only then dropping the old pair. This overlap period reduces risk and provides a safe fallback if issues arise.

However, Transavia faced a much more difficult situation. Due to limited network visibility and lack of transparency from its incumbent WAN and firewall provider, there was no realistic test period. Transavia couldn't validate the new network while keeping the old one as a reliable backup. Instead, the transition required a series of pre-planned, rehearsed, and synchronized "cutover moments", where multiple parties execute near-simultaneous tasks and collaborate on re-routing live traffic streams with minimal disruption. Considering this, Transavia's IT department and the IPknowledge team had to design a comprehensive implementation plan focused on risk management, minimal downtime, and transparent communication throughout, explains Robert Jan van der Horst, Project Manager at IPknowledge. "The biggest risk was potential network downtime during the migration," he continues. "To avoid operational disruption, the cutover had to take place within a very limited, predefined time slot. There was no flexibility to pause, retry, or extend the process; everything had to work 100% correctly on the first attempt."

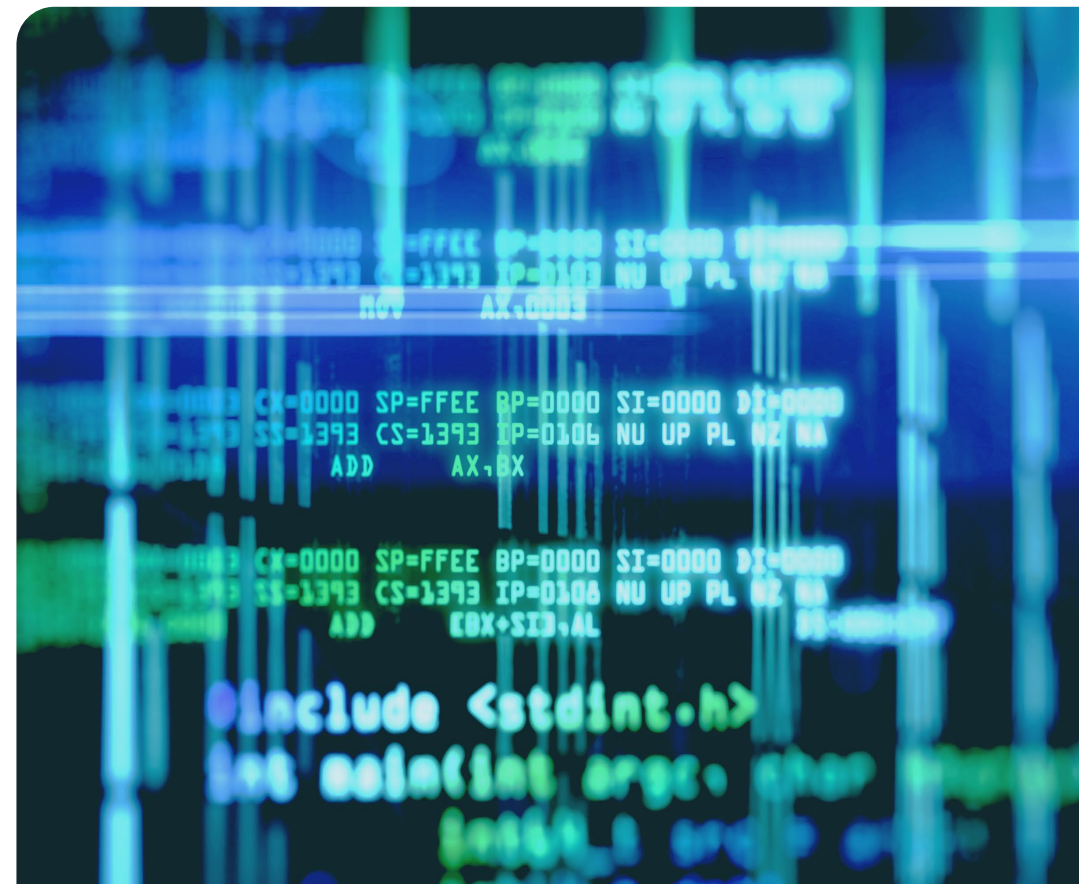
To achieve this, the teams worked together on conducting thorough risk assessments. This led to them opt for an automated, phased cutover strategy. IPknowledge developed a custom migration script that would enable the entire process to be executed with a single button press and completed in just 15 minutes. This both slashed the execution time from three to four hours for manual execution and, being automated, it ruled out the risk of human error. This approach allowed Transavia to immediately confirm that everything was connected and functioning correctly after the cutover.

“We have a lot of aircraft flying around, which we need to service any day of the week and at any time of the day,” notes Jorick Hameter, IT Area Lead at Transavia. “It was a challenge, but together with IPknowledge, we designed a detailed, well-prepared plan.”

During the migration, IPknowledge worked side-by-side with Transavia’s internal IT team to provide continuous oversight and guidance around the clock. As a result, all flights were able to operate on schedule without any disruption arising from the switchover, even during partial system shutdowns, Jorick Hameter recalls.

With the migration complete, Transavia’s legacy network was almost completely replaced; only the cabling remains. The airline now operates a hyper-modern IT infrastructure based on Cato Network’s SASE SD-WAN solution.

“What makes our collaboration distinctive is the human, proactive touch from IPknowledge. If we experience an issue or problem in our network, or something that we can’t figure out ourselves, someone from IPknowledge is never far away.”



The results

Modern IT drives up passenger satisfaction

Transavia's IT network modernization has transformed the way the airline operates. By transitioning to a fully independent, secure, and cloud-native SASE SD-WAN architecture, the airline has not only improved its IT performance but also created tangible benefits for employees, operations and, ultimately, the passenger experience.

Most importantly, these operational improvements translated directly into impact on customers, as Jorick Hameter puts it:

“The Cato Networks’ SASE SD-WAN solution ensures continuous and cost-efficient connectivity, enabling us to keep flights on schedule and deliver maximum value for every ticket our passengers buy. The partnership with IPknowledge is the backbone of our reliable service.”

The transition has delivered immediate and measurable results:

- **Complete network autonomy:** Transavia gained full control of its network, freeing itself from reliance on Air France-KLM Group's shared systems while keeping open options for strategic collaboration.
- **Enhanced user experience:** Higher uptime, smoother application performance, and faster data exchange with partners have reduced operational disruption.
- **Strengthened cybersecurity:** Real-time visibility into user behavior, Zero Trust Network Access (ZTNA), and 24/7 monitoring supports the proactive detection and rapid resolution of cyber threats and incidents.
- **Simplicity for the IT department and cost savings:** A tailored solution eliminates unnecessary network features, protocols, and services, reducing complexity and cutting costs.
- **Agility for the future:** The new IT infrastructure supports scalable expansion and enables IoT network implementation.



Reflection

Overcoming future challenges together

Transavia's journey demonstrates that true digital transformation is powered not by technology alone; it's also built on a lasting partnership with a professional and proactive team. By positioning IPknowledge as a strategic collaborator rather than a traditional outsourcing vendor, the airline created a culture of joint problem-solving, accelerated innovation, and long-term IT growth.

Transavia now has the autonomy of its network and is empowered to adapt to evolving security and operational demands. Looking ahead, Jorick Hameter expects IPknowledge to remain a key innovation partner as Transavia scales routes, aircraft, and digital capabilities.

“We don't know what challenges and threats there will be in the future, but I can rest assured that the people at IPknowledge are on it and will give me the best and fastest possible solution.”

About Transavia

Transavia is a Dutch low-cost airline and part of the Air France-KLM Group. Known for its operational efficiency and customer-friendly service, Transavia serves more than 100 destinations across Europe, North Africa, and the Middle East. With a focus on reliability and affordability, Transavia continues to innovate digitally to enhance both passenger experience and operational excellence.

All relevant images in this case study are courtesy of Transavia.



Faces behind IPknowledge



"I am truly proud that Transavia chose IPknowledge to co-create their future network architecture. Supporting a well-known European airline with mission-critical global connectivity and Zero-Trust requirements is a major responsibility, especially when connecting complex airport sites with full redundancy. What matters most to me is keeping our promises: I'm proud we delivered the projected and highly significant cost savings we committed to. I'm grateful for their trust, and excited about the strong partnership we've built together."

Steven de Graaf

Chief Executive Officer



“True continuity comes from ownership. To ensure Transavia’s seamless transition from build to run, our engineers who delivered Transavia’s flawless cutover continued to support Transavia day to day. Our deep customer knowledge enables us to respond faster to needs, minimize risk and maximize stability in a mission-critical environment.”

Rob de Vuijst

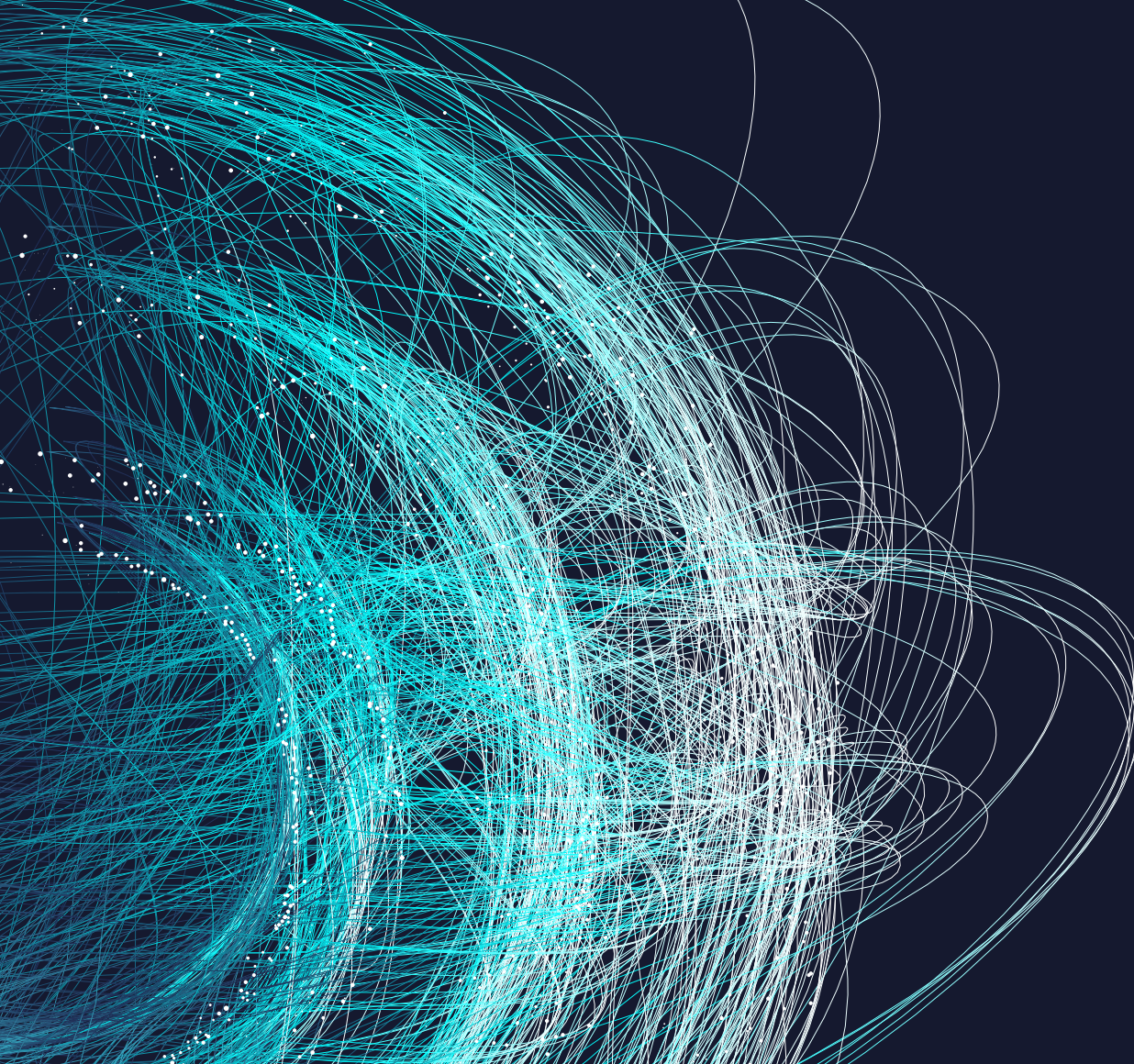
Head of Operations



“For our team, the Transavia migration was challenging as we had limited migration time windows. This meant that we had to prepare the design, transition, and migration meticulously to ensure a no risk approach. Any issue during migrations could potentially result in planes not able to fly in time. We are proud to say that together with Transavia the migration went flawlessly, it was great teamwork.”

Bert-Jan Kamp

Chief Technology Officer



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