

Delivering 24/7 managed support across a complex airline catering operation

Client

A global provider of in-flight catering and on-board services to the airline industry

Company Size

46,000+ employees

Location

Global

Featured Partners



A global airline and catering SaaS provider ran a complex, multi-tenant environment across two core products, many integrated systems, and an SAP ECC to S/4HANA landscape, serving more than 20 airlines worldwide. Inconsistent incident handling, limited compliance controls, and manual system monitoring left airline, catering, and in-flight operations without round-the-clock coverage.

Marlabs established a 24/7 service desk and product support model spanning L1.5, L2, and L3, including SAP application management for the client's core ERP landscape. ITIL-based incident management, real-time SLA dashboards, and self-service portals gave the client faster resolutions and enterprise-wide visibility into system health.



Product
Maintenance &
Support



ERP & CRM



Infrastructure
& Support

The Challenge: Fragmented support and manual monitoring



Objective: The client set out to establish round-the-clock support across airline, catering, and in-flight systems, including its SAP landscape.



Existing Issues: Manual incident handling, inconsistent compliance practices, and limited system monitoring slowed resolutions and obscured operational visibility.



Solution Needed: Marlabs built a 24/7 service desk and product support model across L1.5, L2, and L3.



Outcome: The client gained faster incident resolution, standardized workflows, and real-time visibility into SLA performance and system health.



The client supported more than 20 airlines across a complex, multi-tenant environment with two core products and many integrated systems. Inconsistent incident handling, compliance gaps, and manual monitoring left operations without reliable round-the-clock coverage.

The Solution: Establishing 24/7 managed support across the client's landscape

Marlabs stood up a tiered, round-the-clock support model covering the client's airline, product, and infrastructure systems. ITIL-based practices and automation reduced manual effort at every tier.

Phase 1: 24/7 Service Desk & Support Model

Marlabs established a 24/7 service desk and product support model spanning L1.5, L2, and L3 across airline and product operations.

Workstreams:

- Tiered support model design
- Multichannel intake setup
- Airline & product coverage

Phase 2: App, Infrastructure & SAP Support

The team delivered L2 application, database, and middleware support, plus SAP application management for the client's ECC to S/4HANA landscape.

Workstreams:

- SAP ECC & S/4HANA support
- Application & database support
- Middleware & reporting support

Phase 3: ITIL Incident Management & SLA Visibility

We implemented ITIL-based incident management, root cause analysis practices, and real-time SLA dashboards for full operational visibility.

Workstreams:

- ITIL incident management
- Root cause analysis (RCA)
- Real-time SLA dashboards

Phase 4: Automation & Self-Service Enablement

Our team automated routine tasks through continuous shift-left improvements and introduced self-service portals with FAQs and guided resolutions.

Workstreams:

- Shift-left automation
- Self-service portals
- Knowledge base & FAQs

Services and Technologies Used:

Services:

- Help Desk Support
- Product Maintenance & Support
- ERP & CRM
- Infrastructure & Support
- DevOps
- AI Automation

Technologies:

- SAP ECC 6.0
- SAP HANA
- SAP S/4HANA
- Java
- .NET
- Microsoft Dynamics 365
- Workday
- Kronos

The Results: Impact on the client organization

The 24/7 support model transformed how the client managed airline, catering, and in-flight operations, replacing reactive troubleshooting with proactive, SLA-driven service. Automation and self-service tools cut repetitive manual work while giving leaders real-time visibility into performance.



Higher Customer Satisfaction: The client achieved higher customer satisfaction through true round-the-clock coverage and faster incident responses.



Improved In-Flight Exchange Operations: The solution improved in-flight exchange operations with real-time data flow across warehouse, flight, and billing systems.



Greater Operational Efficiency: The team improved operational efficiency by 20-30% by automating repeated tasks and standardizing workflows.



Streamlined Galley Planning: Automation-enabled planning streamlined galley scheduling, load balancing, and supply chain optimization for the client.



Real-Time SLA Visibility: Real-time SLA dashboards gave leaders continuous visibility into incident trends, system health, and support performance.