

From Siloed Flight Communications to Synchronized Ground Operations

AMBITION

A global airline company faced operational challenges where aircraft turnaround times were hindered by delayed decision-making during gate changes, baggage halts, or equipment swaps. The absence of a centralized communication framework meant ground staff and flight teams lacked a comprehensive, real-time view of flight-related status changes. To achieve on-time performance, the organization needed to unify several workgroups and third-party vendors through a standardized information system.

ACTION

Wipro Engineering – Connected Services structured a unified dashboard that integrates real-time data feeds from the airline's APIs to automate flight status updates. Technical teams implemented single sign-on (SSO) to facilitate seamless access and established a lifecycle management process to archive communications for post-flight root-cause analysis. Engineers deployed custom bots and priority messaging channels to alert specific personnel of urgent aircraft swaps or cancellations. The architecture ensures consistent data visualization across multiple mobile and desktop devices to support uninterrupted personnel shifts.

AMBITIONS REALIZED

The deployment established a centralized platform that synchronizes ground operations with real-time flight data.

The Business Impact:

- **Faster turnaround times** via synchronized cross-workgroup communication.
- **Real-time data synchronization** using direct airline API feeds for flight and gate updates.
- **Immediate status notification** through custom bots and priority messaging for urgent situations.
- **Root-cause analysis capability** through automated archiving of ground-level communications.
- **Cross-device interoperability** ensuring consistent data views for personnel across multiple systems.