

## SITA Timatics Case Study

SITA is the world's leading service provider of integrated IT business solutions and communication services for the air transport industry. SITA manages complex communication solutions for its air transport, government and GDS customers over the world's most extensive communication network, complemented by consultancy in the design, deployment and integration of communication services. Its broad range of airline and airport IT applications and services includes airport operations and integrated baggage services, common use and desktop services, flight operations and air-to-ground communications and end-to-end airline distribution and fares services.

### The Challenge

In 2004, SITA's Passenger and Travel Solutions division (PTS) had embarked on a new project to supply a novel online version of a previously paper-based knowledge system, showing all possible routes from one location to another, and visa/passport requirements – worldwide. This included all forms of transport. The system to be implemented would be more flexible and allow other systems to query the data. The data stored would be used for visa/passport and general entry requirements for each country in the world. Internal resources could not meet the demands of this project within the timelines necessary and so an external solution was required.

### The Solution

PTS called upon the services of Matt Ryan, Bryok's Chief Technical Architect, who had experience of this industry sector, as well as the relevant technologies, and is a solid technical architect. As Frank West, Programme Director at PTS observed, *'Due to various delays which had already occurred, the customer and also some other internal PTS stakeholders, required convincing that we could deliver the solution.'*



Working with the SITA team, under Frank's supervision, Matt was drafted in and set about a redesign of the architecture and tools choice. Meanwhile the timescale was stretching out and client tensions were getting higher – everyone was wondering if this complex system could be delivered at all; yet it had to be.

### Results

After much hard graft, a redesign, and some new tools, the system was implemented, and data was populated into it. It was commissioned, and the client has become increasingly happy: it is now live, in use, and has replaced the earlier paper-based version of the knowledge base. One major benefit is that the information can be accessed online from anywhere.

As Stuart Clements, Director Projects, at PTS observed, *'We found Matt's services very reliable and professional and am glad we chose Bryok Systems to assist us.'*

### The Future

As final data is being populated into the system, other complex projects are underway to meet new client requirements and Bryok continues to work with SITA to help deliver these.