

## Integrating and streamlining the In-flight Supply Chain through better information



Our client is a leading international provider of airline catering and other in-flight services. They are focused on helping their airline customers provide a superior onboard experience through their culinary excellence, superior service, and technological expertise.

### The Need

Integrating scheduling data from airline IT systems with our client's systems required extensive manipulation of data formats every time a new airline was added. Moreover our client and their airline customers needed to have better communication and alignment within their in-flight supply chain.

### Marlabs Solution

Marlabs built an application to interface airline systems with their ERP software. By picking up scheduling data from the airline's FTP server, the system validates data received, converts multiple data formats to a standard format, and creates service orders. The application is being hosted at our in-house data center.

This was followed by building of a centralized information portal for their airline customers. Our client's existing portal used older technologies and lacked many key features. Based on a detailed Requirements Analysis, we created a click-through prototype. The next step was a proof of concept to establish the feasibility of solution architecture and technologies. They use the portal for managing their in-flight supply chain, besides offering it as a value-added service to their customers. Solution components include:

- **Electronic Service Scheduling**  
Schedules catering and other services for future flights.
- **Meal Manager**  
Supports detailed planning of meal ingredients.
- **Electronic Service Ordering**  
Creates service orders and specifications for multiple caterers.
- **Electronic Service Validation**  
Enables last-minute changes in service orders.
- **Galley Planning**  
Provides an interface to design service trolleys.

With the portal, users can share information and form stronger partnerships with customers, partners and suppliers.

**Client:**  
**Leading Airline Services Provider**

### Technology Platform:

- AJAX
- DOJO Framework
- JEE
- Jboss 4.2.2
- Oracle 10G
- EJB 3.0

### Benefits

- Streamlines business processes
- Decreases supply chain costs
- Reduces inventory and wastage
- Empowers users to make decisions
- Increases supply chain collaboration
- Raises customer satisfaction