LANSERIA
INTERNATIONAL AIRPORT

RESULTS:

< 2
weeks for full migration from On-prem to Cloud

2x
the number of employee requests handled monthly

92%
improvement in average MTTR, from 25 days to just 2

5.0
customer satisfaction

THE CHALLENGE:

1. Lanseria Airport needed to move to the cloud for consistent service management across multiple departments (a.k.a. ESM).

2. Employees and tenants expect IT support wherever they are and whenever they need it, which includes opening tickets and resolving issues via mobile, tablet, desktop, and other devices.

3. Success in meeting the uniquely complex needs of the airport is dependent on improving efficiency and quickly resolving issues.

" We'd consider more migrations if all migrations could be this effective and quick. "

Stephen du Plessis
IT Manager, Lanseria International Airport

THE SYSAID APPROACH:

1. SysAid partnered with AWS in the AWS Workload Migration Program to ensure that Lanseria Airport maximized the value of their move to the cloud.

2. Moving to the cloud enabled the power of SysAid for Teams, which delights employees with proactive suggestions from the knowledge base, and admins notice a reduction in repetitive tickets, more accurate data, and faster issue resolution.

3. With migration to the cloud, the airport is ensured of consistent, automatic SysAid version updates, seamless integration of new features, and higher-level security measures.

4. Streamlined issue resolution, process automation, improved data accuracy, and a cloud-based infrastructure saves time, resources and effort, lowering the overall total cost of ownership.

Lanseria International Airport Takes Off to the Cloud

Lanseria International Airport was able to lower operational costs, delight tenants and empower employees to be more productive by deploying SysAid for handling service issues across their organization. Moving to the cloud reduced the time it took to resolve issues (MTTR) and enabled a comprehensive Enterprise Service Management (ESM) approach.

About

Lanseria International Airport, located northwest of Johannesburg, South Africa, provides services to domestic, regional and international air traffic. From humble beginnings as a grass strip airfield in 1974, the airport now operates 24/7 and hosts flights from various commercial airlines and charter companies.
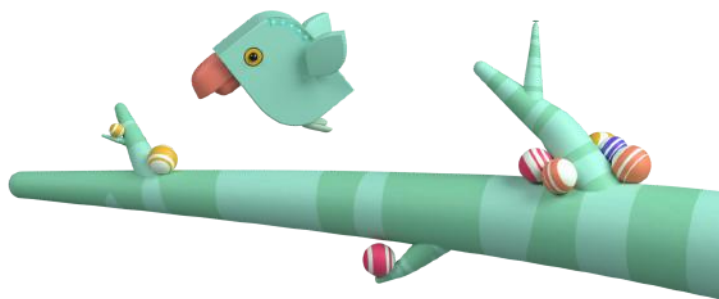
A Huge Transformation Made Fast and Easy

Following a two-week migration from on-prem to Cloud, Lanseria was able to double the number of employee requests per month (due to greater accessibility), slash the average MTTR from 25 days to just two, and increase customer satisfaction to a historical high of 5.0.

The move to SysAid Cloud also improved self-service and transparency, while cutting costs on hardware, software, and maintenance. Stephen Du Plessis, IT manager at Lanseria described this migration as "fantastic".

"SysAid is an intricate part of airport operations and the SysAid team is there at every step."

Stephen du Plessis
IT Manager, Lanseria International Airport

Flying into the Cloud

Lanseria International Airport adopted SysAid for IT service management and automation in 2017. The solution quickly became an integral part of airport operations, handling tickets for IT, HR, maintenance, and other business-related departments.

After several years, the complexity of operations had grown and the airport saw that effective support for the evolving nature of service delivery required a digital transformation and the adoption of ESM principles. The most effective solution was moving its systems to the cloud for more centralized, comprehensive management of services.

The first full-blown migration was to SysAid Cloud. Lanseria International migrated as a part of the AWS Workload Migration Program, with the SysAid team leveraging best practices and resources from AWS to unlock the full value of the transition to cloud-based services.

Accessibility, Transparency, and Efficiency

As Lanseria International covers a large area, with many tenants and personnel who are often on the go, it is important for smooth and efficient airport operations that end-users can get help and answers through whatever channel is most convenient to them - mobile, tablet, desktop, or other devices. SysAid Cloud ensures that level of omnichannel accessibility, which has contributed to increased satisfaction with IT support services among tenants and employees.

Airport employees work and move around in wide-ranging physical domains. The move to the cloud has enabled the adoption of SysAid for Teams, alongside multi-channel support, streamlining communication across diverse platforms. Now they get the service they need, when and where they want it. Service requests automatically go to the right business department at the airport and their progress can be independently tracked by the person who submitted them. As a result, the number of ticketed incidents has almost doubled, indicating that more end-users are finding it easier to get help, rather than just "living" with issues that impact their work efficiency.

"One of the most significant benefits of this process," according to Stephen du Plessis, IT Manager at Lanseria International Airport, "is that employees feel that somebody is talking to them."

Both tenants and employees are submitting more accurate tickets than in the past. This, in turn, has meant that support teams are able to more effectively respond and the end-to-end handle time for such requests has gone down. Even as the number of service requests increased, the average MTTR dropped dramatically from 25 days to just two. And some months it was under one day. It is no surprise, then, that employees gave Lanseria a record-high customer satisfaction of 5.0.

Empowered Employees

In addition to more effective and efficient ticket resolution, SysAid Cloud provides a more consumer-like experience for end-users by empowering them to resolve issues independently. Lanseria International now provides its employees via the chatbot quick and easy access to curated knowledge-base articles and FAQs with information and guidance on how to handle common challenges.

SysAid AI for Teams leverages the knowledge base functionality with a bot that can suggest relevant content whenever employees reach out with an issue. This allows them to resolve their issues faster, any time and anywhere.

Cost Savings

Migrating to SysAid Cloud is a cost-effective decision, as it lowers the total cost of operations and provides the flexibility needed to easily scale up as the airport's needs grow.

Lanseria International Airport no longer needs to consider the power, space and maintenance needs of rigid on-prem hardware or software.

With the server-free solution, the airport always has SysAid's latest version, new features and security enhancements, provided automatically, in real time, and requiring no additional IT resources.
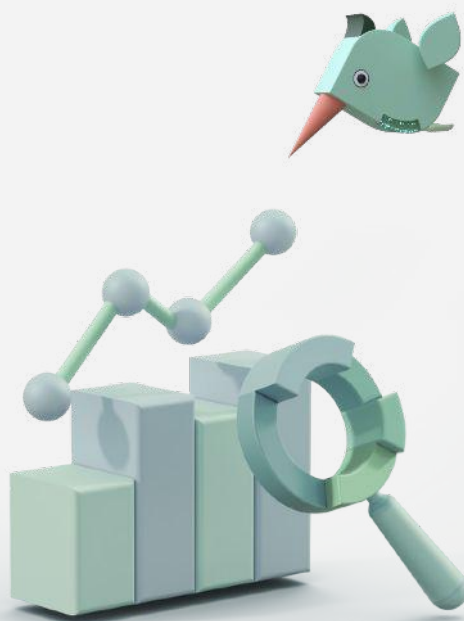
Security and Service

"One of the benefits of being in the Cloud is the support and service of our SysAid system."
Stephen Du Plessis said.

The various customizations that Lanseria International Airport implemented in SysAid fields and workflows were easily migrated to the Cloud-based system. This has improved support for the airport's IT team, as SysAid controls the infrastructure and its Customer Care team can view the system directly to provide help.

The guidelines and assistance SysAid provides are therefore more precise and timely, which meets the airport's need for effective results and quicker implementations.

SysAid is able to provide that high level of tailored support in a very secure environment thanks to its partnership with AWS. SysAid services are provided through a robust platform, with proven solutions for safe, streamlined testing, governance, and security at every level.

Sysaid Made it Easy to Get There

Migration to SysAid Cloud was fast and easy, and met Lanseria International's need for integration with local infrastructure, APIs, and network security. The whole process, from the first kick-off call until the final check that everything is up and running, took only 12 days.

"SysAid has a fantastic project process that assisted us from the word go," Stephen said. *"We began by setting clear expectations based on conversations about the SysAid configuration, integration and our database."*

The next step was a test migration to a sandbox, allowing the airport and SysAid to assess if the services and local network access were responding as they should. Then came the live migration, with SysAid ensuring the system was fully operational.

The migration, leveraging best practices and resources from AWS, was seamless and quick. No information or history was lost and overall downtime was less than two hours. The SysAid team was there at every step and monthly sessions are still held to ensure the airport enjoys the full benefits of SysAid Cloud.As Stephen summarized it,

"This was one of the best migrations that we've ever participated in. The airport would consider more migrations if all migrations could be this effective and quick."