



## Operational support lifts off at Airbus



### ABOUT AIRBUS

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Every second aircraft with more than a hundred seats is made by Airbus. That makes it one of the world's leading aircraft manufacturers. Headquartered in Toulouse, France, it is part of the European Aeronautical Defence Systems (EADS) group. It has a global network of more than 1,500 suppliers in over 30 countries.

### WHAT AIRBUS NEEDED

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When you have a rapidly growing order book like Airbus, you have to make the best operational support available to business units and suppliers.

### THE CHALLENGE

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Airbus needed to get a lot of work done on time. And yes no compromises on quality – it had to be the best quality possible. That's why in 2003, Airbus decided to increase the level of operational support and the expertise it could offer its staff and suppliers.

The challenge was obvious. To provide dedicated and centralised support for each application you need a team with strong technical and functional knowledge - one that speaks four languages too. Airbus understood that. A dedicated Support Centre would free the project teams. No more end-user problems and queries.

In short, Airbus wanted to:

- spend less but at the same time improve its operations
- provide high quality support that beats the standards
- get support that focused on value
- use a catalogue-based architecture for service delivery management

### OUR ANSWER

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Setting up the Support Centre was a challenge. But Logica and the Airbus teams were up for it. The new centre would offer 'level 2' support for supply chain and logistics applications. Airbus wanted the support centre to:

- work better with the global service desk that provides level 1 support
- help get problems across to business and project leaders
- get a team of people with strong technical and functional skills that can speak at least four languages (English, French, German and Spanish)

“Dedicated support is a real driving force for continuous improvements and business communications.”

Isabelle Pages,  
Projects & Processes Continuous Improvement (PMQI), Airbus

Support is a dynamic, reactive and experienced team. They are the entry point for our project.

Emmanuelle Roualdès, Procurement Tools e-Sourcing Lead (PITT), Airbus

To meet this challenge, the Airbus - Logica strategy revolved around:

### Key benefits

Logica has helped Airbus get:

- Knowledge and experience sharing
- Quality user support based on best practices
- Support that goes with business objectives
- Low support costs but productive users
- Continuous improvement of the service

- an initiative to make its operations more efficient
- using ITIL (IT Infrastructure Library) and better ways to do things
- finding the right tools for each task
- services organised like a catalogue to get the most out of them
- having the service desk collaborate with project teams and save but get better service
- Using correct reports to get support in line with service level requirements

## A SUCCESS STORY

The Support Centre has helped Airbus improve operational support– year on year. The numbers prove it. Logica handles all operational support activities. Users have the information they need on time. That makes them more efficient and productive. Hervé Montézin, who is Head of Procurement at Support Centre, Airbus says “It is a great tribute to Logica that they are now supporting 16 applications for 100,000 users around the world. Users are consistently delighted with the quality of the service, with feedback showing a high level of user satisfaction that averages 90% satisfied or very satisfied.”

As Hervé says the 30-strong team supports 16 applications in the Support Centre with around 100,000 users worldwide. That’s around 15,000 tickets a year.

That’s not all. In 2006, Airbus decided to outsource its entire procurement support to Logica under its new ‘make or buy’ strategy.

With Logica’s solution Airbus gets:

- Increased quality of user support
- Lower costs
- Reduced complexity
- Increased flexibility

The success of the Support Centre has meant more application development and support services by us. Logica is doing more work for Airbus now such as:

- the support and maintenance development of the Airbus Resource Planning (ARP) project (the biggest SAP project within Airbus)
- a project for the Electronic document management system (EDMS) using FileNet technology

## WHY WORK WITH LOGICA?

We have a flexible, collaborative culture. Our innovative, practical solutions are tailored to client needs. Our local teams stay close to our clients, while working with Logica’s global delivery network in low cost locations. We help you lower your costs, beat the language barrier and avoid cultural misunderstandings.

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe’s largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients’ business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at [www.logica.com](http://www.logica.com)

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Logica  
250 Brook Drive  
Green Park  
Reading, RG2 6UA  
United Kingdom

[marketing@logica.com](mailto:marketing@logica.com)  
[www.logica.com](http://www.logica.com)