

Business Application Support

10 - 15% Cost Reductions Delivered Year-on-Year

Challenge

NATS is the UK's leading provider of air traffic management services, safely handling more than two million flights and over 230 million passengers every year, in some of the busiest and most complex airspace in the world.

Operating several independent support services across various different business applications with varying service level agreements in place, NATS required a new approach to help realise their vision of creating an enviable end-to-end service level agreement across the business for their internal customers.

Solution

Amor Group competed against some of the biggest names in the industry and was successful in securing the multi-million pound contract to provide business applications support services across the NATS business. With a relationship spanning over 20 years, Amor Group leveraged existing knowledge and expertise of NATS' business applications to develop and implement a first-class service model, providing an experienced team of highly-skilled support specialists and robust processes to deliver support services for several key enterprise business applications.

The service is designed to enhance the business value of NATS' IT investment, through improved operational efficiency and measured service levels, providing NATS with informed control over operations. This solution combines best of breed technology with best practice ITIL-aligned processes that tailor these services to meet NATS' changing demands.

After completing a focused transition period, Amor Group quickly settled in to the service, providing users and management with consistency, reliability and availability. Working as an extension to NATS' team, Amor Group has introduced key procedures and processes which have allowed the implementation of a truly flexible service, tailored to NATS' exact needs. Complementing NATS' strong team and building on Amor Group's successful, trusted reputation with NATS, Amor Group has built and delivered a world-class support service to take NATS in to the future.

Results

NATS now has an efficient, centralised business application support service which exceeds service level agreements, providing them with the knowledge and comfort that their business applications are available and performing for their users 24 hours a day. Amor Group has delivered a number of improvements across the service and year-on-year cost reductions of 10 - 15%. The level of support and service has resulted in the number of applications supported by Amor Group doubling since the service began. Working with Amor Group ultimately allows NATS the space to focus on the delivery of their vision and strategy development.

“ We are absolutely delighted with the IT services we receive from the Amor Group team. They truly work with us as partners and contribute significantly to the smooth operation of IT within NATS. ”

Steve O'Farrell, Business Applications Manager, NATS IS



Benefits

- Consistent service across all business applications
- Centralised service management
- Year-on-year 10 - 15% cost reductions
- Service Level Agreements exceeded
- Continuous improvement programme

Highlights

- Focused service transition period
- Centralised business application support service
- Flexible, tailored approach
- Efficient and reliable
- 24 hour service
- ITIL-aligned processes
- Multi-application support



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