



Airline IT aims high

Travel specialists save 2,750 staff hours and raise service levels with an updated client environment and operating system



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Dr. Stefan Koss, Acting Head of IT, TUIfly

Customer profile



Company TUIfly
Industry Travel, Hospitality & Tourism
Country Germany
Employees 2,300
Website www.tuifly.com

Business need

TUIfly needed to update its 750 desktops and laptops. It took the opportunity to boost performance further by migrating to Windows® 7 and upgrading to Microsoft® Office 2010.

Solution

The firm achieved fast rollout of Dell™ OptiPlex™ desktops, Dell Latitude™ laptops and Dell Precision™ workstations, with Dell X-Image. Around 270 application packages were optimised.

Benefits

- Significant staff hours saved during deployment of 750 clients
- Customised images with Dell ImageDirect offer out-of-the-box productivity
- Maintenance times greatly reduced
- Around 270 application packages optimised for Windows 7 and licensing administration cut
- Current Dell technology boosts performance

Application areas

- Application Services
- Deployment Services
- Mobility
- Support Services

TUIfly is part of TUI Travel plc, a global tourism group that provides a complete portfolio of travel services, including flight and hotel bookings. TUI Travel plc also has its own tour operators and airline fleets.

TUIfly offers low-cost flights worldwide and has an IT network and resources that are independent of TUI Travel plc. Its desktops and laptops were five years old on average, and in need of an upgrade, alongside which the company wanted to migrate from Windows® XP to Windows® 7. As part of an enterprise-wide project, TUIfly was looking for a new IT services provider that could help simplify time-consuming internal IT processes.

Dr. Stefan Koss, Acting Head of IT, TUIfly, says: "Technology is vital to our flight services – from customer bookings to flight preparation by our crew. We wanted a trusted partner that could offer a complete portfolio of technology, software and services, giving employees the tools they need to respond to customer needs. As a pan-European company, it was also important to choose a truly international service provider."

Close collaboration and customised service enabled through Dell X-Image

TUIfly has 750 client devices in use. Approximately 15 per cent of these are laptops – the remainder are desktops or workstations. Jan Simon, IT Infrastructure Manager, TUIfly, says: "Our main goal was to increase system performance by upgrading our infrastructure and migrating to a new operating system. TUI Travel plc sent out a Europe-wide request for proposal, and after evaluating the responses we chose Dell to deliver our devices and services."

Previously, IT staff at TUIfly had carried out the time-consuming process of separately setting up an image on each desktop and laptop. With Dell X-Image, TUIfly devices are customised at the Dell factory and delivered with a pre-loaded central image.

"Dell took the time to conduct in-depth assessments and image test trials, and continuously re-worked the image designs based on our needs. We felt that Dell understood our requirements," says Dr. Koss.

"Thanks to Dell X-Image and Dell ProSupport, we've greatly reduced maintenance times."

*Dr. Stefan Koss,
Acting Head of IT, TUIfly*

Technology in practice

Services

Dell Support Services
– Dell ProSupport™ with Next Business Day Onsite Service

Dell Configuration Services
– Dell X-Image

Dell Application Services
– Application Management

Dell Managed Services
– Dell ImageDirect

Hardware

Dell™ OptiPlex™ 780 desktops with Intel® Core™ 2 Duo processors

Dell Latitude™ E5410/E4310 laptops with Intel Core i5 processors

Dell Precision™ T3500 workstations with Intel® Xeon® W3690 processors

Software

Windows® 7 Enterprise

Microsoft® Office 2010



Significant number of staff hours saved with Dell pre-loaded images

TUIfly deployed Dell™ OptiPlex™ 780 desktops with Intel® Core™ 2 Duo processors, Dell Latitude™ E5410 and E4310 laptops with Intel Core i5 processors and Dell Precision™ T3500 workstations with Intel® Xeon® processors. Each device came pre-installed with an image by Dell for out-of-the-box functionality and rapid deployment. Updates or patches can easily be integrated into the image, helping to ensure the system is easier to maintain.

“With Dell X-Image it takes us roughly 20 minutes to roll out a new device, as opposed to the many hours we needed before,” says Dr. Koss. “Thanks to Dell X-Image and Dell ProSupport, we’ve greatly reduced maintenance times.”

Latest Dell technology boosts performance

Dell OptiPlex 780 desktops offer TUIfly staff a stable platform for their daily duties, and are durable enough to cope with a tough business day. Comprehensive security and simple management capabilities result in fewer administration challenges for the IT team, and with the standard platform it’s easy to resolve issues and order replacement parts.

“Our most pressing need for users was to increase the speed and performance of their devices,” says Simon. TUIfly chose Dell Precision T3500 workstations for the company’s onsite Group Operations Centre. The devices provide superior levels of performance over previous generation models. “We have halved the number of devices needed because we can attach up to six monitors to each Dell workstation. With 64-bit Intel-based architectures, they’re faster too,” says Simon.

To keep people productive as they move between meetings and locations, TUIfly chose ultra-portable Dell

Latitude E5410 and E4310 laptops. Due to the exceptional level of support from Dell, TUIfly is confident that the two organisations will remain partners in the long term. Dr. Koss says: “With a Dell solution, we can be confident that it’ll work.”

Optimised applications in just two months with Dell Application Services

TUIfly had worked with its previous IT provider to consolidate a range of software for its 750 users. Around 270 application packages were tested by Dell and optimised where necessary. They are now available for downloading via a centralised system. “We can distribute application packs at the push of a button,” explains Dr. Koss. Thanks to Dell, each pack is allocated according to a user’s role, access rights and needs.

For a smooth migration to Windows® 7, TUIfly used Dell Application Services, which is designed to help organisations implement, develop and modify applications to align with their objectives. “Dell tested every application package, and readjusted them as necessary. Checking around 270 applications took Dell Application Services less than two months,” says Dr. Koss.

Boosting connectivity with Windows 7

The company was keen to extend the lifecycle of its technology by migrating to Windows 7, and upgrading to Microsoft® Office 2010. Because Dell is part of the Microsoft Partner Network, TUIfly had access to best practice and extensive software expertise. “Our previous provider had no Windows 7 experience, and was hesitant to take this step. With Dell, we were certain that our new solution would work,” says Simon.

“Checking around 270 applications took Dell Application Services less than two months.”

*Dr. Stefan Koss,
Acting Head of IT, TUIfly*

With Windows® 7, IT staff can take advantage of improved security and time-saving maintenance tools. The flexibility to work from multiple locations without compromising access to back-office systems is important for TUIfly staff, many of whom travel frequently. The updated infrastructure provides greater freedom and time savings. With easy access to data, it also promotes productivity among business decision-makers.

IT team reduces its licensing burden

The company took the opportunity to carry out an application consolidation exercise to eliminate redundant software and ensure that only a single version of all software is used company-wide. Dr. Koss says: "Application packaging helped us find and delete applications that we no longer needed, simplifying our licensing administration in the long term."

TUIfly receives a simple, detailed overview of product updates from Dell. Dr. Koss says: "We have a structure in place that provides transparency, so we save time and don't run the risk and cost of under or over-licensing. We're looking to consolidate all licences in the future."

Speedy problem resolution for greater uptime

The company receives help in maximising the performance and uptime of its infrastructure with Dell ProSupport™ with Next Business Day Onsite Service. In addition to 24/7 phone and remote access to Dell certified experts, TUIfly receives in-person support for even faster problem resolution. The company can also tap into specific technical expertise for critical projects. "Thanks to Dell ProSupport, we can exchange clients more quickly and keep things running smoothly for our users," says Dr. Koss.

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Jan Simon, IT Infrastructure Manager, TUIfly



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