



**BETTER TOGETHER –  
MICROSOFT SHAREPOINT AND COLLIGO ENGAGE  
DRIVE DIGITAL TRANSFORMATION AT AIR TRANSAT**



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“We wanted to ensure that everything flight directors needed for their work was available in one place. Previously, we had to maintain paper copies of operational documents in airport crew lounges, on board aircraft and back at headquarters. If an aircraft manual was revised, updated pages or entire copies had to be physically replaced across our fleet. Today, Colligo Engage is a one-stop shop for all documents and manuals on tablets, empowering flight directors to create safe and pleasant flight experiences for the crew and passengers.”

**MARTIN LACHANCE,**

Director, IT Solutions, Air Transat



## ABOUT THE CLIENT

When you think of Air Transat, you might think of sunny destinations, charming Europe and time to relax with family and friends. After all, Air Transat is Canada's leading holiday travel airline. Each year it carries 3 million passengers to nearly 60 destinations in 30 countries aboard its fleet of Boeing and Airbus aircraft.

### OPTIMIZE OPERATIONS / EMPOWER EMPLOYEES

In 2016, for the sixth year running, Air Transat was named Best North American Leisure Airline at the Skytrax annual World Airline Awards. Setting the benchmark for airline excellence as voted by travellers means doing things right.

For Air Transat, that means optimizing operations and empowering employees.



## THE STORY

### GOOD PEOPLE NEED GOOD TOOLS

To run an award-winning airline, making it look easy is all in the details. It begins by hiring some of the best staff in the industry. And when you hire the best, you want them to have everything they need to do their jobs right.

### CENTRALIZING WITH SHAREPOINT ONLINE

But the story really begins a little more than two years ago, when Air Transat decided to improve information governance and replace slow, labour-intensive paper-based document distribution across airports.

The result? In 2014, Air Transat migrated crew information to SharePoint Online.

"SharePoint Online enabled headquarters to centralize, structure and classify large volumes of documents for crew, including relevant operational instructions, aircraft manuals, memos, HR documents and training videos," explained Martin Lachance, Director, IT Solutions, at Air Transat.

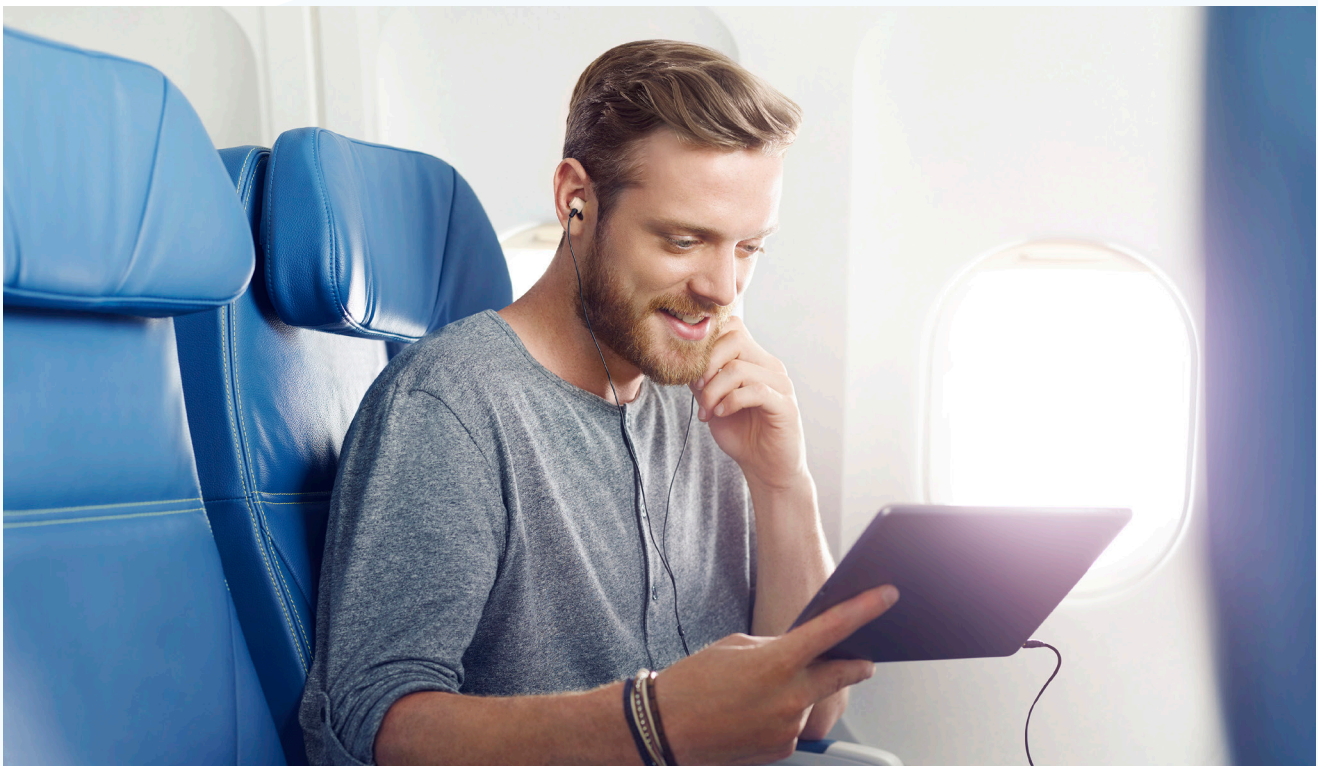
### ADDING IN MOBILITY WITH TABLETS

"Since flight directors are always on the go, we purchased over 300 tablets," Mr. Lachance added, "but we needed a way to distribute the right content to the right tablets for offline access. During flights, for instance, crew devices must be switched to 'airplane' mode. It was mission-critical to the success of the project to offer flight directors uninterrupted, easy access to information, even when offline."

### ENTER COLLIGO

Colligo is a Microsoft partner that extends SharePoint functionality by adding business features that support mobile content management for today's collaborative enterprise.

For Air Transat it means that, with Colligo Engage, every tablet has every document needed on a flight – both online or offline – syncing automatically with the SharePoint repository once the offline tablet goes online again.



## HOW IT WORKS

The IT Solutions team centrally controls the distribution of electronic documents and forms using the Colligo Console, and reviews activity dashboards to track usage metrics.

The latest data for upcoming flights is updated in SharePoint Online by head office and pushed, along with governance policies, to the appropriate tablets using Colligo Console. Dashboards allow senior IT executives to monitor usage activities by user or group, type of activity (edit, read, share or sync), by device and by time period.

## WHY IS THIS IMPORTANT?

Because flight directors and crew are busy. The very nature of their job means they are usually on the run. From flights, to shuttles, to hotels. They deadhead back home, grab some sleep and do it all again.

They don't need one more thing to think about.

They simply need to know that the information required to operate a safe flight for passengers will be on their tablet. Wherever and whenever they need it.



## EXTENDING CONTENT GOVERNANCE FOR THE BUSINESS

They've got that with Colligo Engage. While SharePoint itself enables IT to manage mobile devices, apps and security, Colligo Engage goes much further by providing deep levels of functionality, management, auditing and reporting for the content itself.

Colligo Engage is extending the ROI of SharePoint for Air Transat by offering a new high-value use case that is driving digital transformation, optimizing operations and empowering employees.

"Deploying Colligo Engage has enabled Air Transat to more efficiently meet regulatory requirements. To comply, we're mandated to maintain current manuals aboard each aircraft. Air Transat gained regulatory approval to replace print manuals with electronic versions on tablets with Colligo Engage," said Brigitte Cloutier, Senior Business Analyst at Air Transat. "Headquarters can now update manuals for all its aircraft in just one location - SharePoint Online - and Colligo Engage updates all tablets. We no longer need to retrieve and update printed copies. Distribution across tablets is instantaneous. It's also easier to search through electronic manuals – crew no longer need to 'flip' to the right pages."



## SHAREPOINT WITH COLLIGO DRIVES 91% SATISFACTION RANKING BY EMPLOYEES

An employee survey confirmed enthusiastic support for the new technology. Here is what some Air Transat employees had to say:



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"Flight directors love that the information is well organized and everything is in one place with Colligo Engage on their tablets. In a recent user survey, they commented on just how very easy it is to navigate and find information."

- Martin Lachance.

**"I love that all the information I used to carry in folders, books and binders is now in one place and easy to find."**

"It's great that I don't require a Wi-Fi signal to use Colligo."

**"It's convenient having all the forms at my disposal."**

"I use it as a reference on all my flights, all the time."

**"I like best that all the memos are updated, so I know I'm using the most current information."**

"A great reference tool! Most of the time all my questions are answered through the information found on this app."

## BENEFITS

### Colligo Console Delivers Centralized Tools for Administration and Reporting to Departmental Managers

“With Colligo Engage, we invested in our flight directors. Now they have access to all the latest information,” noted Martin Lachance. “With one click they quickly find the information they need to respond to a passenger question. This makes a big difference in terms of both customer service and employee satisfaction. Flight directors have the best information at their fingertips. It makes their life simple so they can spend more time where it counts: on passenger satisfaction.”

Deploying the Colligo Engage platform has enabled Air Transat to:

- Eliminate paper-based processes as a green initiative
- Provide flight directors with a one-stop-shop for information
- Improve operations with easy, fast access to documents
- Deliver the best in-flight experiences with offline data access
- Optimize flight director productivity and employee satisfaction
- Improve central information governance and distribution
- Meet regulations more efficiently with electronic manuals



“Air Transat wanted to give flight directors the best tools possible. Six months after implementing Colligo Engage, our employee survey returned a 91% user satisfaction rate with the new app. We have received very positive feedback from users who report great efficiency gains. We are very, very impressed.”

- MARTIN LACHANCE



# MICROSOFT EMPOWERS COLLIGO TO DELIVER DIGITAL TRANSFORMATION FOR CUSTOMERS

## EMPOWER YOUR EMPLOYEES

Colligo Engage is a one-stop shop for employees to access every relevant airline document or manual from a tablet – whether on the ground or in the air.

## OPTIMIZE YOUR OPERATIONS

No more printing and maintaining multiple copies of operational documents in airport lounges, service desks or on board the aircraft. Up-to-date and accurate, there is only a single, official version of important documents for every member of the flight crew, anywhere in the world that Air Transat flies.

## PARTNER WITH MICROSOFT

Colligo Engage extends the SharePoint repository by enabling a centralized method to distribute the right content to the right iPads for offline access, along with a console for senior IT resources to view and monitor detailed usage patterns, safeguarding governance mandates.

