Symphony SummitAI is the wind beneath Greater Toronto Airports Authority's wings.

Greater Toronto Airports Authority (GTAA) is the operator of Toronto Pearson International Airport. Toronto Pearson is Canada's largest airport, and North America's second largest international passenger airport. So, it demands seamless IT Management. Which is why, Toronto Pearson roped in Symphony SummitAI - a leading global player in cloud-based, integrated IT Management suite with expertise in enterprise IT Service Management, IT Asset Management and IT Operations Management.

Symphony SummitAI, in collaboration with Wipro, implemented modular and integrated IT Operations Management suite of solutions at GTAA which resulted in delivering flawless IT Services through an array of smart features called Productivity 360.

ENHANCING THE FLYING EXPERIENCE OF

44.3*

MILLION PASSENGERS

The Challenges:

- Maintaining flawless security measures like CCTV & Pass Control
- Ensuring seamless baggage service
- Eliminating downtime of digital kiosks that affects revenue stream
- Ensuring proper lightning warning for flight landing

Also, the monitoring of IT systems, improving customer services and eliminating outages at the same time are some of the challenges that loomed over Toronto Pearson Airport. Any disruption in any of its services directly impacts customer experience.

The SummitAI Solution:

At Toronto Pearson Airport, every passenger is a priority. SummitAI, with its enterprise IT Service Management ensured that Toronto Pearson Airport enjoys:

Increased Passenger Safety:

Increased safety and reliability due to automated, rule-based workflow management ensured that maintenance issues were addressed before they became passenger safety issues.

Improved Delivery Efficiency:

SLA response and resolution rates improved for the client. Ticket hops reduced by 10% in initial weeks. Thus, reducing cycle time for resolution.

Highly Intuitive UX:

Highly Intuitive Service Desk screen had resulted in reduction in call wait time by 10%.

Preventive Problem Management:

Enhanced reporting helped in deeper operational insight and drive proactive/prescriptive problem management. Thus, reducing incoming incidents by 2% in 3 weeks.

Automation:

Fully Automated Employee Onboarding/Termination Service Catalogue has reduced the total cycle time.

Effective Knowledge Management:

It resulted in an increase in the resolution of SLA compliance by 3% in 3 weeks.

Improved Customer Experience:

We ensured customer services always deliver enhanced customer experience. Also, faster resolution of tickets resulted in improved CSAT.

Enhanced Mobility:

Convenience of mobile app to log and address the request and incidence resulted in faster resolution time.

Faster Time-to-go-live:

Number of days to execute the project, and number of man-days were far less as compared to the previous solution.

"The tools like Symphony SummitAI are the tools of the future and it grows with the business."

"Symphony SummitAI is the world-class application working for world-class airport."

"If Pearson has a problem, rest of the country fears it because all the airports work with Pearson. We want to make sure the world-class airport works the way it should be. I'm very happy I got to influence the selection of Symphony SummitAI."

John Thompson, Associate Director
IT Services at Greater Toronto
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