



MOSTERT·PLOOG
& PARTNERS



M2P Service Offering
End-to-End IT Assessment & Implementation
Airline Operation Solutions

M2P can help to avoid the most common challenges in system selection and implementation at airlines

CURRENT CHALLENGES MAKE OUR CUSTOMERS OVERTHINK THEIR IT SOLUTION

With increasing complexity of operations and decision making and thus demand for more efficient utilisation of data, airlines are often overdue on improving the IT system landscape. The available technology has developed rapidly in the last years: This includes functional improvements and automation. The IT solutions – especially in Airline's Ops departments – though is often fragmented and not supporting the processes.

Nevertheless, replacing and implementing current IT solutions is a major hurdle for many airlines - the challenge starts long before the system implementation itself. This is especially true in airline operation solutions where multiple stakeholders meet comprehensive and complex requirements that have been developing over years. From our project experience, often engaged as Turnaround Managers, we observe the following four pitfalls:

M2P KNOWS HOW TO OVERCOME THE MOST COMMON HURDLES IN IT IMPLEMENTATION

Exceeded Budgets



Budgets are not robust at the beginning of the project due to wrong priorities or scope complexity

Exceeded Project Runtime



Missed milestones due to incorrectly recorded requirements and lack of required resources

Stakeholder and Change Management



Avoidable miscommunication between business, IT and other stakeholders due to lack of goal setting

Rigid Process Structure



Unwillingness to adjust process landscape to the IT infrastructure where meaningful

Misleading Requirements



Misleading requirements due to complexity, missing documentation and diverse stakeholder needs

To overcome these hurdles, we offer support by evaluating the underlying business case prior to project kick off as well as defining requirements together with all stakeholders. As we know not only the industry standard processes but also the vendors as well as their strengths and weaknesses, we help to evaluate their functionalities during your vendor selection to reduce the risk of wrong decision making.

M2P has developed proven methods for solution assessment and selection and knows the vendor market

M2P SERVICES

To overcome these challenges, M2P offers support in the following areas:

BUSINESS CASE & STRATEGY

- Business Case Strategy & Decision making support
- Project Portfolio Management
- IT Strategy

IMPLEMENTATION

- Implementation & Integration Support
- PMO & Change Management
- Project Recovery
- Union negotiation

REQUIREMENTS ENGINEERING

- Process & System Due Diligence
- Requirements Engineering
- Architectural & Concept Design

VENDOR SELECTION

- Tender preparation
- Benchmarking & Risk ass.
- Collaborative vendor selection of „Fit-for-purpose“ solution

Your support from



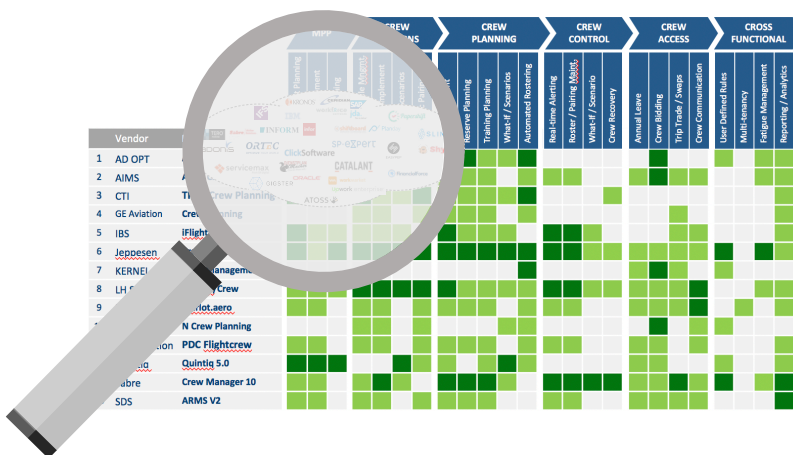
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M2P has a long history in operations with clients ranging across the TT&L industry. The combination of our IT and business know-how paired with consulting skills proved to be highly beneficial to clients. We often act as neutral moderator between IT and business – especially when it comes to the vendor selection. As implementation in parallel to operations can be a challenge, we provide project management, change management being and mediation between the involved stakeholders from management to ops teams and unions.

YOUR BENEFITS

Choosing the right airline operations management solution is increasingly complex, as many different aspects must be considered and the risk of making a wrong choice may cause lasting damage.

Our approach considers aspects of sustainability and future-proofing. To further support your RFI process and to reduce your efforts in RFP stage we developed a proven due diligence framework leveraging our extensive vendor insight for benchmarking.



M2P helps to leverage the full potential of IT solutions in operations as well as in crew management

With our experience of over 60 projects serving FSNC, LCC and Charter Carriers customers, we are able to not only break up rigid process structures of the business but also to perform a holistic solutions assessment. This enables our clients to leverage the benefits of today's system solutions.



Improved operational stability and OTP



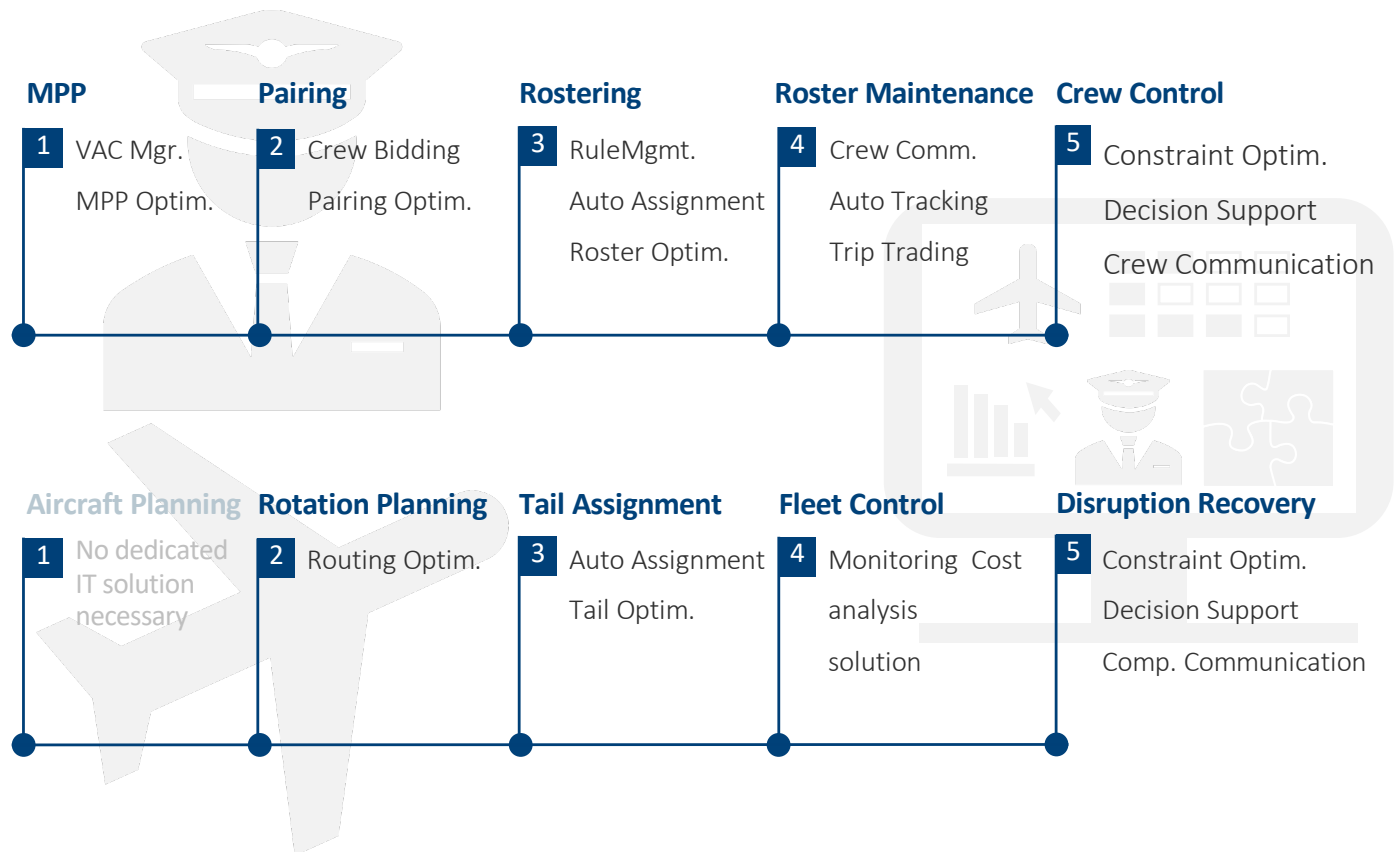
Reduced operational and maintenance costs



Improved duty plan resilience



Improved crew satisfaction



WHY M2P?

- ✓ **Strong in Analytics** – project approaches based on quantitative and qualitative data
- ✓ **Proven project methodology** – delivered successfully to 20+ clients
- ✓ **Expertise in development and delivery of non-standard concepts and solutions** – such as innovative PBS concepts
- ✓ **In-depth knowledge on multiple system providers incl. market prices** – covering industry leaders to niche providers
- ✓ **Market study of generic and specific Crew Management solutions** incl. detailed benchmark of functionalities
- ✓ **System requirements and test cases on stack** - long record of ops and resource management use cases
- ✓ **Detailed processes know-how within airline ops and resource management**
- ✓ **Experience in union negotiations and strong expertise in stakeholder management**

M2P offers extensive support during all relevant project phases

Our holistic project approach to support our client's system implementation starts with the creation of a robust business case and ends with ensuring a sustainable implementation of the new systems. Modules are available as a set or individually:

BUSINESS CASE

Activities

- Identification of detailed cost, benefits and risk
- Align business case with stakeholders
- Define KPIs and case owners
- Support decision-making process

Deliverables

- Business case & updates
- KPI benchmark

TARGET DEFINITION

Activities

- Align operations mgmt. vision as success factors
- Develop to-be picture in workshops based on industry benchmarks and experts
- Derive system requirements with key stakeholders

Deliverables

- Success criteria
- Target picture
- System requirements

VENDOR SELECTION

Activities

- Conduct presentations and site visits at other users
- Risk analysis and business case per vendor & system lever
- Evaluate preferred vendors & make a joint decision

Deliverables

- Tender process mgmt.
- Risk analysis
- Vendor selection

AS-IS ANALYSIS

Activities

- Analyze status quo through interviews/workshops and data analysis of Productivity, Process, Organization, IT
- Benchmark Process and IT Solutions
- Develop improvement areas and measures along with quick-wins and show interdependencies

Deliverables

- Holistic KPI analysis
- Identification of bottlenecks & measures

TENDER PREPARATION

Activities

- Define specification based on requirements
- Align tendering approach & create tender documentation
- Develop evaluation criteria and publish Request for Interest (RFI) & Request for Proposal (RFP)

Deliverables

- Functional & technical specification
- Evaluation criteria
- Tender documentation


IMPLEMENTATION

Activities

- Implement quick-wins independent of system
- Develop implementation strategy
- Conduct progress tracking, testing and training
- Define change management plan and measures

Deliverables

- PMO & Changemanagement
- Prepare union negotiations
- Implementation plan

 modules can be selected individually

Your contact at M2P

If you are interested to receive more information on our approach, please contact us:



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