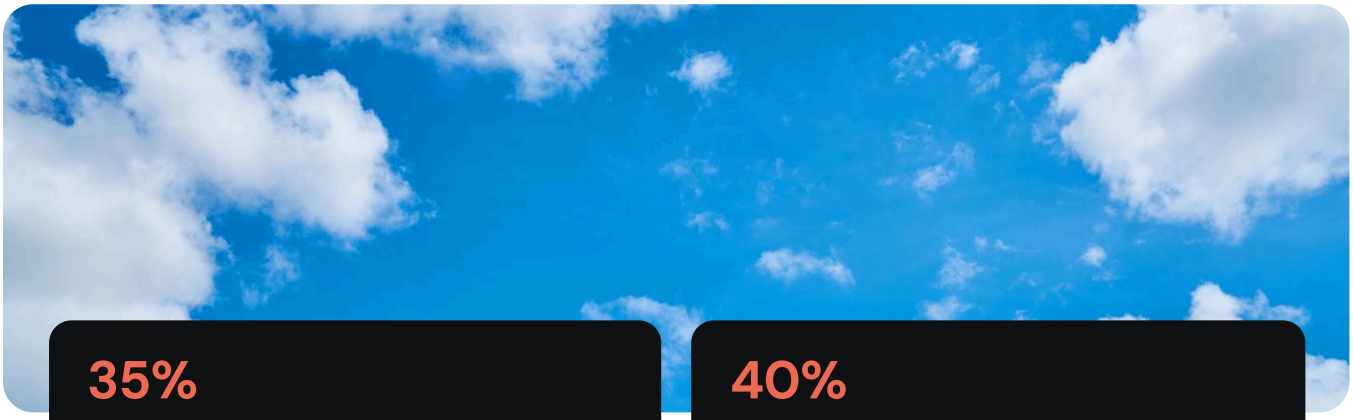
Aviation · Germany

An international airline cut internal ticket resolution time by 35%

A large international airline replaced scattered internal support with one service desk for ground operations, IT, maintenance and customer service, with SLAs and automatic escalation.



AT A GLANCE

INDUSTRY
Aviation

SIZE
Large international airline

PREVIOUSLY
No central helpdesk

FEATURES USED
Work · Platform

01 The client

The client is a large international airline headquartered in Germany, flying an international network.

Internal support spans ground operations, IT, maintenance and customer service. Each department raised and handled issues in its own way, with no single place to track them.

02 The challenge

Without a central helpdesk, tickets were tracked in a disorganized way, SLAs were missed and communication broke down between departments, delaying fixes and reducing staff productivity.

- Ticket tracking was disorganized across departments.
- SLA compliance was poor, with no structured escalation.
- Communication gaps meant repeated follow-ups and delays.
- Little visibility or automation to manage service quality.

03 What they set up in Asset Infinity

The airline brought every department's internal support into Asset Infinity's Work feature, with routing rules, SLAs and escalations set for each.

Work

Requests from email, web and mobile

Staff raise tickets by email, through the web portal or from the mobile app, whichever is closest to hand.

Work

Routing and categories per department

Custom ticket categories and routing rules send each ticket to the right team in ground operations, IT, maintenance or customer service.

Work

SLAs and escalation

Each category has an SLA. Timers track every ticket and escalate it when it waits too long, so commitments are kept.

Platform

Connected to existing systems

Asset Infinity was connected to the airline's existing IT and HR systems through the API, so support data flows between them.

04 How it works day to day

Here is how an internal support ticket moves through the airline now.

STAFF MEMBER

Raises a ticket

From email, the web portal or the mobile app, a staff member describes the issue and picks a category.

SYSTEM

Routes the ticket

Routing rules send the ticket to the right department's team and start the SLA timer for its category.

TEAM LEAD

Assigns an owner

The team lead assigns the ticket to an agent or technician, who is notified straight away.

AGENT

Works the ticket

The agent updates status and messages the requester on the ticket, so there is no need to chase by phone or email.

SYSTEM

Escalates when late

If a ticket nears or breaches its SLA, it is escalated to the next level, so it gets attention before the deadline passes.

AGENT

Resolves and closes

Once fixed, the ticket is closed with notes, adding to the history the next agent can search.

SERVICE MANAGER

Reviews performance

Dashboards show resolution times and SLA compliance by department, feeding the periodic reviews.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising an issue	Different in each department	Email, portal or mobile, into one desk
Ticket tracking	Disorganized	Every ticket routed and tracked
SLAs	Poor compliance, no escalation	Timers and escalation; compliance up 40%
Resolution time	Slow, with delays	35% faster on average
Communication	Gaps and repeated follow-ups	Updates and messages on the ticket
History	Scattered legacy records	Migrated into one place

06 How it rolled out

1

Assessment and migration. An audit of ticketing practices found the gaps, and legacy ticket records were moved in for continuity.

2

Workflows configured. Routing rules, SLAs and ticket categories were set for each department, and existing systems connected.

3

Training and reviews. Helpdesk and department users were trained, with periodic health checks and reviews afterwards.

07 The results

- Better visibility and accountability for every issue
- Fewer delays and redundant follow-ups across departments
- Higher internal service quality and staff satisfaction
- Full ticket history carried over from the old records

08 Why it worked

Started from an audit

A review of current ticketing practice found the gaps first, so configuration fixed the real problems.

One desk, set up per department

Each department kept its own categories and SLAs inside a shared system.

Support after go-live

Health checks and periodic reviews kept the setup improving after launch.

09 Looking ahead

With one service desk for every department, the airline resolves internal issues faster, meets far more of its SLAs, and sees where each ticket stands.

Ongoing reviews of the ticket data give the airline a steady way to improve its processes, department by department.

See it on your own assets

A 30-minute demo, set up for an airline or aviation operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial