

Engagement / Project Profile

Customer	Southwest Airlines
Dates	June 2009
Principle	Darrell Reynolds, Senior Project Manager
Key Contact	Mark Petteway, Information Systems Director Mark.Petteway@wnco.com (214)792-3951
Summary of Services	<p>Technology Team provided Southwest Airlines with the project plan and technical expertise to successfully relocate 130 people and 10 Training Rooms from their Ground Ops Training Hangar at Love Field to a nearby location. The training rooms consisted of complex DataLink systems that permit real-time instructor monitoring of student screens.</p> <p>Challenges: Due to the heavy training schedule of Southwest Airlines, system complexities, as well as third party construction demands, Technology Team was given limited time to plan and manage the relocation of these facilities. In addition to these obstacles, systems upgrade and expansion were to occur during this transition.</p> <p>Remedies: Working to create detailed mapping diagrams of cable routing and system interface, we developed and executed a seamless relocation plan that affected no classroom requirements or operations activities. Our team performed the entire relocation within a two-week period.</p>
Environment	240 linked training rooms systems, 130 employee systems, 210 new PC rollout.