

DFW INTERNATIONAL AIRPORT, DALLAS

Case Study

Appian World 2014

The Business

- ✘ Dallas Fort Worth (DFW) International Airport is the second largest airport in the United States and the ninth busiest in the world in the terms of passenger traffic.
- ✘ Spread over a total area of 17,207 acres, it is larger than Manhattan in its size.

The Need

- ✘ DFW has a myriad of back office operations, many of which were managed using paper based forms. These forms were then hand delivered to the different approving authorities.
- ✘ This resulted in decreased operational efficiency and increased operational costs.
- ✘ Creating vast paper records which were then maintained for Audit purposes.
- ✘ Working through the bottlenecks in these manual processes was time consuming.

The Past

- ✘ DFW's goal of 'Flying Paperless' and 'Green ITS' was started with a custom Web Application and another BPEL system in the market.
- ✘ The existing system did eliminate the paperwork for 10% of the processes, but the time to expand the same automation to the remaining 90% would be highly demanding.
- ✘ Almost all of these processes followed a common pattern – Forms & Approvals.
- ✘ The existing applications were not supported natively on mobile.

The Preferred Vendor (Appian)

- ✘ Appian provided the ability to bring Forms & Approvals into one single system.
- ✘ All the processes would be available on mobile.
- ✘ Faster design and development
- ✘ Better reporting capabilities
- ✘ Appian on Cloud allowed the focus to be on the process solutions as the server infrastructure maintenance is taken care by Appian

The Preferred Partner (Vuram)

- ✕ A team of Appian experts, who provide the right solutions and deliver them quickly and effectively.
- ✕ A team which has had the experience of architecting innovative solutions on Appian, for many times over.
- ✕ Quality delivered at low cost
- ✕ Appian recommended partner

The Details

- ✕ DFW's long term goal is to migrate an existing online portal, which has over 150 paper based forms and most automated processes into Appian, all mobile enabled.
- ✕ The first phase required conversion of almost 27 processes into Appian within a span of 8 months.
- ✕ To deliver all of the processes within the given time, we innovated. We architected a Common Request & Approval Framework, which can be used to build nearly all of the forms & approvals in the robust list that DFW provided.
- ✕ This framework, significantly reduces development and delivery time due to its plug-in nature.
- ✕ Latest features of Appian – Tempo Records and Reports have also been used.
- ✕ The new Appian framework solution is not a one-off system, but a platform that can continue to grow with new processes.
- ✕ Change management has become less cumbersome.
- ✕ Max Vuram Team size – 8, Engagement Duration – August 1, 2013 through March 28, 2014.

