



Microsoft Dynamics Customer Solution Case Study



Customer: Wizz Air

Web Site: www.wizzair.com

Number of Employees: 800

Country or Region: Hungary

Industry: Transportation and logistics—Air transportation services

Partner: XAPT

Customer Profile

Hungarian low-cost airline Wizz Air, offers flights to more than 50 destinations, serving around 35 per cent of the Polish low-cost carrier market.

Software and Services

- Microsoft Dynamics
 - Microsoft Dynamics AX 4.0
 - Microsoft Dynamics AX 2009

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Low-Fare Carrier to Save 30 Per Cent of Employee Training Costs with E-Learning

“We operate in a very competitive market and the only key to success is reducing administrative costs. Savings through CustomerSource are therefore a big business advantage.”

Zsolt Csernák, Chief Information Officer, Wizz Air

Wizz Air, a privately owned low-cost airline based in Hungary, wanted a more readily available training resource for staff working on Microsoft Dynamics® AX than the on-site training offered by third parties. It enrolled in the Business Ready Enhancement Plan from Microsoft and gained access to Microsoft Dynamics CustomerSource Web site. Wizz Air now provides 99 per cent of training online, and, due to the reduced need for on-site training, it predicts a 30 per cent cost saving within a year.

Business Needs

Launched in 2004, Wizz Air is one of the largest low-fare airlines in Central and Eastern Europe. With headquarters in Hungary, the carrier has nine operating bases across Europe and employs more than 800 people. In 2007, it carried 4.2 million passengers and is experiencing an average growth rate of 45 per cent a year.

To administer such widespread operations and a rapidly expanding business, Wizz Air

relies on Microsoft Dynamics AX—an integrated financial management system that supports multiple currencies, country-specific accounting regulations, as well as user access in local languages. One of the early adopters of Microsoft Dynamics AX 4.0 in 2006, Wizz Air now plans to upgrade to the latest version—Microsoft Dynamics AX 2009—by 2010.

Zsolt Csernák, Chief Information Officer at Wizz Air, says: “Due to the ease of use and



scalability of Microsoft Dynamics AX, we can easily meet business demands and reduce costs. For example, the total cost of ownership for Microsoft Dynamics AX has not risen, even after an increase in the number of operational bases, from one in 2004 to the current nine."

In 2008—to continue providing a low-fare service to its customers—Wizz Air decided to reduce its operational costs even further. When Imre Zolnai, Financial Systems Analyst at Wizz Air, joined the company in March of that year, he identified employee training as a key area for improvement: "New staff joined the company in different countries every quarter, but the only training available was from our IT partners—Microsoft® Gold Certified Partner XAPT in Hungary, and third-party providers in other countries. Staff had to wait for months before on-site sessions could be arranged.

"In this industry, speed and productivity are important to achieve low costs. We therefore needed to reduce the training cycle time immediately, and help employees learn and use Microsoft Dynamics AX from day one."

Solution

After discussions with the Microsoft team in Hungary, Zolnai decided to use the CustomerSource Web site to provide online training to employees. "I tested the portal and found that it not only offered e-learning, but is also an essential resource of technical information about Microsoft Dynamics."

In February 2008, Wizz Air signed the Business Ready Enhancement Plan from Microsoft. IT staff and end users now access CustomerSource with a username and password, and have unlimited access to online training. The portal also provides the latest information, including Microsoft

Dynamics news and local accounting regulations. New employees start to learn Microsoft Dynamics AX features from day one and XAPT complements this by providing specialised, job-specific training, such as using the e-ticketing system.

XAPT—which has worked with Wizz Air since its establishment in 2004 and implemented Microsoft Dynamics AX at the company—also provides ongoing technical support. This includes customising Microsoft Dynamics AX and dealing with issues if they arise. XAPT also has a hotline support and consultancy team dedicated to Wizz Air.

Once the airline's employees started using CustomerSource, XAPT was able to focus on high-severity issues such as database anomalies and inventory data discrepancies. This is because Wizz Air IT staff can resolve most maintenance and common end-user issues themselves. By participating in the online discussion boards, they network with other airline industry users and receive advice and tips on maximising the benefits of Microsoft Dynamics AX.

László Vancsisin, Account and Support Manager at XAPT, says: "During our training sessions, we advise users to access CustomerSource frequently, because it helps them to familiarise themselves with the technology quickly. While we previously had to spend time resolving up to 10 end-user support issues a month—it has now been cut to just two."

Benefits

Wizz Air now carries out 70 per cent of its training through CustomerSource, and predicts 30 per cent cost savings within a year. "We operate in a very competitive market and the only key to success is reducing administrative costs. Savings

through CustomerSource are therefore a big business advantage," says Csernák. "It has also led to unexpected benefits by serving as a constant source of the latest information on Microsoft Dynamics and helping XAPT resolve high-severity issues more efficiently."

- Wizz Air conducts 70 per cent of employee training in offices across Europe using CustomerSource.
- Employees can access the portal anytime, anywhere using an Internet browser. Csernák says: "It's more practical and saves time because employees can start using it instantly."
- Wizz Air expects to save 30 per cent on employee training costs within a year because it doesn't have to bring in third parties to train staff.
- On-site training sessions by XAPT are more targeted—and therefore more effective.
- The airline can keep up-to-date with technology news relevant to its industry. "For instance, I found out about the release of Microsoft Dynamics AX Service Pack 2 even before our partner had heard of it. We upgraded the system to this latest edition at the right time," says Zolnai.
- Documents related to new products such as Microsoft Dynamics AX 2009 help the IT team to understand its use and benefits, and make better-informed decisions about future technology investments.
- The XAPT team can respond to high-severity issues 25 per cent faster than previously because it does not spend time on minor issues.
- The end-users' support requirement for XAPT is now two days a month, compared with 10 days a month before.