

CASE STUDY

Implementing a Comprehensive Airline System for Czech Airlines in Record Time



BACKGROUND

Czech Airlines, one of the oldest airlines in the world, celebrated its 100th anniversary in 2023. From its very first flight, which involved transporting air mail, Czech Airlines has been a pioneer in the aviation industry. In keeping up with its legacy of innovation and excellence, Czech Airlines sought to overhaul its existing system to better accommodate its current operational needs, specifically in the area of air cargo management.



CHALLENGES

The primary challenge was to replace the outdated system with a fully functional airline system that could cover all functionalities required for the air cargo process. This included the need for:

01 Operational

A complete operational part of the system that contained:

- comprehensive IATA messages according to C-IMP standards
- booking system for individual shipments
- complete database for the entire cargo process

02 Accounting

An accounting part that worked across all requirements such as net rates, SPA rates, IATA prorate, sales invoicing (CASS, NON CASS), and the Interline part (Outgoing/incoming invoices) adhering to IATA standards, including interfaces to the accounting system.

03 Reporting

Extensive reporting capabilities as part of the system.



**Golden Support's
Skyline Airline
System®**





SOLUTION

Golden Support offered Czech Airlines a comprehensive solution that met all customer requirements. The proposed system featured a user-friendly interface that was intuitive in many respects. The implementation of the system took only 6 months, a near-record time for a system of such complexity, thanks in part to the high professional level of everyone involved in the project.

BENEFITS

- 01 Improved communication with the main handling partner, who also uses our Skyline GHA System for their business
- 02 Czech Airlines gained a reliable Skyline Airline system that was highly user-friendly, with users appreciating its clarity and ease of use
- 03 The integration between Skyline Airline and the SkyTruck system, which Czech Airlines has been using for years, further streamlined their operations
- 04 The financial costs associated with operations significantly decreased, meeting the management's expectations for cost savings
- 05 Skyline Airline enables Czech Airlines to also use the system for GSA purposes, acting as a GSA for other airlines in the Czech Republic.

**System implemented
in record six months**



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SUMMARY

The collaboration between Czech Airlines and Golden Support in delivering an airline system brought new experiences to both parties. Skyline Airline expanded to include the complex logic of airline operations from the perspective of an airline and partially a GSA. Delivering a complete solution to our customer's requirements in a very short timeframe was a significant challenge that Golden Support successfully met. This project not only underscored GS's ability to meet complex and demanding technological needs but also demonstrated Czech Airlines' commitment to maintaining its pioneering status in the aviation industry by adopting state-of-the-art solutions for its operational needs.

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