

Nagarro - the wind beneath Flyr's wings

Industry

Travel and Logistics

Platforms

MS Azure, D365, AKS, APIM, Java, and .Net applications, different native services

Expertise

IT Solution Design/Architecture
Product and process consulting
Engineering/IT system development and integration
QA/Testing
Infosec (IAM and cyber security)

Deliverables

Cloud computing environment
System Development & Integration
QA/Testing L1, L2, L3 AMS services
Compliance & DPO-for-hire



The Context

Launching a digital-first airline – a perfect takeoff, in just six months

Flyr AS is a Norwegian low-cost passenger airline that started its operations in June 2021. Sounds simple enough? The context, however, was everything but that. Flyr launched during the COVID-19 lockdown from home offices, intending to create a hassle-free, extremely modern, digital-first, customer-centric airline. The first 100% pure IATA ONE Order-based airline.

The challenge

Time was not on our side. To leverage the window of opportunity, Flyr needed to kickstart their airline before the summer vacation. They had only half a year to identify, evaluate, implement, and operationalize their entire IT systems from scratch.

It is no secret that today's consumers have very high expectations regarding their digital experiences and demands. They have become accustomed to omnichannel, seamless, and intuitive experiences.

They expect things to be easy and fast. Despite the very short time to launch the airline, and in launching a digital-first airline in the middle of a global pandemic, these realities had to be top of mind. Flyr needed to have a fully functional digital experience to launch successfully. This obviously depended on domain knowledge, experience and expertise – not just in the latest technology, or application development but also in cloud platforms, industry standards, and best practices. Agility, knowledge, and efficiency needed to be entirely in sync to succeed in that six-month window.

The Solution

Nagarro's strong airline consultants helped Flyr identify the right tech products and evaluated the core commercial airline systems, such as revenue management, reservations, and departure control. Together we selected and integrated the right products and solutions in a very agile way. In a highly regulated domain, especially with regards to security and compliance, Nagarro's security team helped Flyr lay the foundation around data protection and information security by identifying, defining, and integrating governing processes translated into DPO and CISO roles. Our architects designed the cloud-based operating platform and central IT architecture to make Flyr a 100% cloud-native airline. They designed, implemented, and maintained the enterprise infrastructure and developed a highly modular and scalar architecture. The cloud-native infrastructure setup leverages the full spectrum of the Azure cloud offerings as a PaaS/IaaS. IAM uses Azure-AD to provide authentication for B2C customers and fulfill needs like federation to external identity providers, alongside a central solution to manage customer identity.

The state-of-the-art architecture is built on Azure Kubernetes Services and Azure Service Bus in order to provide elasticity and scalability. It has a powerful Azure API management setup to provide secure integration between backend systems as well as to expose core services APIs to frontend applications. The result? A seamless, light, and UX-focused solution allowing agile development to extend functionality towards customers.

Starting the project (and the entire airline!) in the midst of COVID-19 also meant that the extended Flyr organization and vendors needed to collaborate efficiently from home offices and across the world. To facilitate this setup, Nagarro also provided consulting services to design and implement the Atlassian suite, Jira for project planning and execution, Confluence for knowledge repository, and Jira Service Management for incident reporting and tracking. Slack has also been used as a primary communications channel across Flyr and supplier organizations



The Result

Dynamics365 is Flyr's central CRM platform and has near-real-time order information. Dynamics will drive personalization and outgoing marketing as well as operational information to customers, employees, and partners such as ground handlers at the airports.

Nagarro provides Flyr with 24x7 L1, L2 (L3 in progress), and CloudOps monitoring support. We also conduct licensing coordination for the dynamic MS Azure usage, Atlassian suite, and Dynamics 365.

From state-of-the-art group booking solutions via AI/ML and IoT solutions to helping Flyr improve operational excellence, we expect to add even more value in the future.

As its core IT services provider, Nagarro worked with Flyr through the entire process of creating and setting up its systems. From consulting to identifying and evaluating key systems to architecting and implementing the in-house parts of the core IT landscape, we were always on-board. Oh, and we also chipped in with quality assurance/testing and systems maintenance/operational support. That is what you call a perfect take-off.





Client Testimonials

"We set a very ambitious goal for ourselves, in not only wanting to create a simpler, digital-first and data-driven airline operation but also in doing it in a very short timeframe. To be successful, we needed IT partners that are very knowledgeable, reliable, flexible, and with industry experience. Nagarro has proven to be all that and more. We can count not only on their consulting guidance but also their ability to deliver those ideas implemented in technology,"



Tonje Wikstrøm Frislid,
CEO, Flyr

"When you start from scratch, you want to make sure you start with the right architecture and the right people. Nagarro, which I have known personally for many years, has provided tremendous support in consulting, helping select core systems, setting up our cloud infrastructure, developing and integrating systems, and supporting our IT operation in getting our product to the market. Their airline experience and in-depth understanding of what it takes to build a truly digital-first company, coupled with their agile mindset and people who're willing to go the extra mile, make Nagarro a great partner that we're grateful to have by our side."



Alf Sagen,
CIO, Flyr

About Nagarro

In a changing and evolving world, challenges are ever more unique and complex. Nagarro helps to transform, adapt, and build new ways into the future through a forward thinking, agile and caring mindset. We excel at digital product engineering and deliver on our promise of thinking breakthroughs. Today, we are 12,000 experts across 27 countries, forming a Nation of Nagarrians, ready to help our customers succeed. www.nagarro.com