

Success Story

Low-fares airline easyJet has, since 1998, delivered exceptional value to its customers by pioneering online booking of air travel. In addition to reducing operational costs the internet has grown rapidly to become the company's primary sales channel, with over 98% of sales delivered via the easyJet.com portal. As easyJet grew it recognised the need to adopt a robust capacity management process and tool to ensure future revenues were realised. Following a tendering process easyJet engaged Capacitas® to provide a customised model and capacity planning process. Andy Caddy, Head of IT Services at easyJet, said:

“We engaged Capacitas® for three main reasons: firstly as they were truly vendor-independent, unencumbered from any existing toolset, they were able to provide a flexible, tailored solution; secondly, they were adaptable and able to work closely with the internal easyJet team; and thirdly, their status as an independent training provider gave us confidence in their skills transfer abilities.”

When the initial project was delivered successfully easyJet extended its relationship with Capacitas®.

“Our confidence in Capacitas® was well placed; they were happy to commit the considerable time and energy that a dynamic company like easyJet requires of its suppliers,” continued Andy Caddy. “Problems were resolved innovatively, quickly and professionally, minimising any impact to the project timeline.”

Capacitas® became easyJet's partner of choice for performance and capacity services, as Andy Caddy explained:

“Having proven their ability to provide professional, effective consultants, often at short-notice, we have formalised our relationship with Capacitas®, extending their coverage to other key IT systems. Without a doubt this relationship has proven successful for both parties.”

EasyJet has grown its passenger numbers a thousand-fold since its launch in 1995, reaching 30 million passengers annually in March 2006. This considerable growth has required continual attention to the IT infrastructure. Andy Caddy comments:

“Engaging with Capacitas® has given us the confidence in the scalability and performance of our key IT services that we need to meet our continued growth strategy.”

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