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THOUGHT-SOL[®]
— Exceeding Expectations —

Streamlining IT Operations for a **Leading Airline** through Apple Hardware & ITSM Solutions





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ABOUT US :

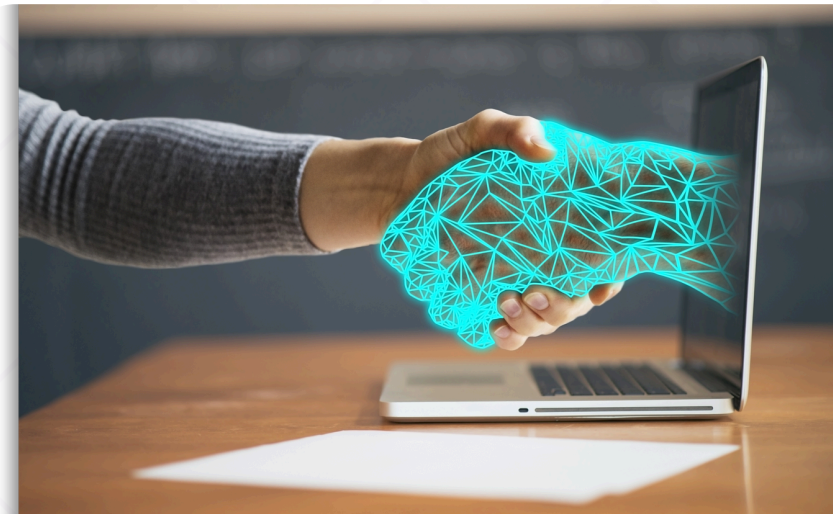
ThoughtSol Infotech is a leading IT system Integrator and cloud services provider company on a mission to enable businesses to grow through Digital Transformation. We help them to leverage the power of IT for a 360° impact on their business operations via our solutions and expertise that spans across Cloud Services, Cybersecurity Services, Data Center Solutions, Digital Solutions and NextGen Services.

YEARS IN BUSINESS **11+**

100+ CERTIFIED RESOURCES

NUMBER OF CLIENTS **402+**

HAPPY EMPLOYEES = HAPPY CUSTOMERS



We are certified with Excellence in **Quality Management, Service Management, Information Service Management, Environmental Management** and **Business Continuity Management** .

We are at **CMMI LEVEL 3**



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INDUSTRY:

Aviation

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ABOUT THE CLIENT :

A major airline was on the lookout for a reliable managed IT service provider to modernize their IT operations. They required an end-to-end solution that could not only handle device deployment but also simplify IT service workflows and user support.



THE APPROACH:

Understanding their need for a robust ITSM framework paired with dependable hardware, we offered a unified solution combining Apple devices with our next-gen IT Service Management services.





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OFFERINGS:

- Apple Hardware
- Next-Gen ITSM Services

SOLUTIONS OFFERED:

✓ Apple Hardware:

- Provisioning of iPads and accessories as lightweight, portable compute devices for ground and onboard operations.
- Devices enrolled in Apple Business Manager (ABM) for streamlined deployment and remote management.

✓ Next-Gen ITSM Services:

- Complete IT Service Management, including setup and management of a ticketing system.
- Proactive support, incident tracking, and resolution to minimize downtime and improve employee experience.



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OUTCOMES:

- **Smarter Endpoint Operations:** Employees equipped with iPads experienced enhanced mobility and productivity.
- **Centralized IT Oversight:** The managed ticketing system improved turnaround time and reduced unresolved queries.
- **Seamless Integration:** ABM integration ensured new devices could be rapidly deployed and configured across departments.

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CONCLUSION:

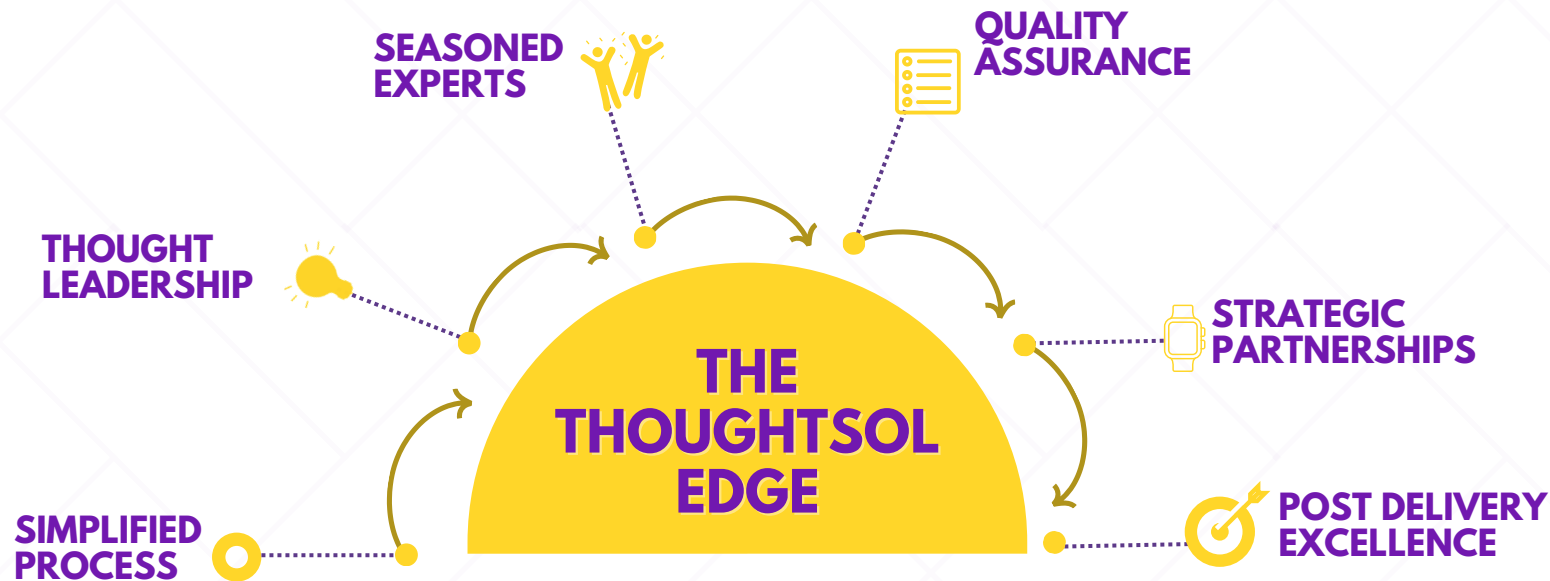
By combining the power of Apple hardware with efficient ITSM delivery, the organization experienced a transformation in how their IT support and endpoint computing functioned—setting a strong foundation for future digital initiatives.



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THE THOUGHTSOL EDGE:



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We believe in the happiness of all our stakeholders and keep our **customers at the centre of everything** we do.