

Consulting Case Study

HELPING BUSINESS THRIVE ON TECHNOLOGY CHANGE

Industry: Airline

Vendor Assessment

Who: Vice president of IT for one of the largest low-cost carriers

Challenge: After two years and \$5 million, the client was ready to roll out a maintenance, repair, and overhaul (MRO) system. However, the vendor was likely to go out of business. The client's questions included:

- What is the viability of the vendor?
- What should the carrier do to protect itself if the vendor fails?
- What other vendors should the carrier consider in the longer term?

Forrester Advantage: The client selected Forrester for our ability to provide an independent and objective perspective regarding a mission-critical business issue.

Forrester Approach: Using proprietary Forrester Wave™ methodology, the team conducted an in-depth assessment of all MRO vendors. The team also interviewed managers at 10 airlines to gain their perspective on the MRO vendors. Forrester then developed a contingency plan with five alternatives for the airline to pursue to protect its investment.

Results: An initiative is now under way for transitioning from the existing MRO vendor to a best-of-breed provider.