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Airline Experience



SPIRIT AIRLINES JULY 2007 - ONGOING

CCC was requested by Spirit to act as the SkySales and New Skies experts during the conversion from their legacy TASAR reservation system. 1st phase responsibilities included augmenting the web development team and training existing team members on the Navitaire platform.

Initial technical highlights include allowing Spirit the ability to charge for services such as their \$9 Fare Club subscription service through the Navitaire platform and to enable tiered charges for baggage (not supported out-of-the box). CCC also rewrote the existing Navitaire SkySales payment control to ensure the stability of the booking path on the web and to provide the internal web team a solid platform to extend.

Post-launch, CCC has created several revenue-generating initiatives such as enabling the down-line cancellation of no-show passengers (not natively supported) and the creation of a GUI-based departure control solution for Spirit's airports.

CCC has just completed assisting Spirit with their upgrade to New Skies 3.2.



GERMANWINGS DECEMBER 2008 - ONGOING

Germanwings contacted CCC initially to help troubleshoot an emergency SkySales issue. Currently, CCC assists Germanwings with outsourced training and project-based work such as a cash auditing system based in SkySpeed and a help desk application meant to perform limited New Skies administrative functions.



SAMA AIRLINES (RIYADH, SAUDI ARABIA) AUGUST 2009 - ONGOING

Sama required assistance converting their current travel agency portal during their Navitaire New Skies conversion. Among the items that made the portal a success are: role-based agency reporting, customized agent booking flows, and an agency-specific reservation search. CCC was instrumental in assisting Sama meet their aggressive timelines for launch.



SKYBUS NOVEMBER 2006 - JULY 2007

SkyBus was a new ultra-low cost domestic carrier that attempted radical ideas US airline industry. Concepts such as not having a call center and starting fares at \$10 meant that their website had to be robust, reliable, and easy to use.

CCC was brought in to lead a team of entry-level developers to build the SkyBus SkySales-based website. A fair amount of ingenuity and creativity was leveraged to be able to adapt Navitaire's NewSkies web product to the vision SkyBus had.

The implementation of the SkyBus vision and the launch of the website was a resounding success. When we took the SkyBus website live in May '07, it was one of the top 500 most visited websites on the web for that week.

Technical highlights include enabling SkyBus to sell travel insurance and tiered baggage through the Navitaire system (not natively supported at the time in New Skies). CCC also built a custom low-fare calendar for SkyBus to meet their corporate vision of how availability searches should happen on the web. Each of these items had a significant effect on SkyBus revenue, earning/saving the airline millions.



JETBLUE JUNE 2006 - NOVEMBER 2006

JetBlue was transitioning from Navitaire's Open Skies to their New Skies reservation system. My role was to act as the Navitaire professional resource to assist the existing JetBlue IT team.

CCC helped shape the technical architectural decisions by bringing a Navitaire perspective and gave JetBlue the ability to make informed technical decisions about how to proceed. CCC also provided Navitaire technical training.

Miscellaneous

AIRTRAN MARCH 2006 - MAY 2006

Acted in a professional resource capacity to assist Airtran's outsourced IT firm convert their reservation system from Open Skies to New Skies.

STERLING AIRLINES (COPENHAGEN, DENMARK) FEBRUARY 2006

Provided on-site Navitaire New Skies training to Sterling's IT staff.