Technowrites Project Case Study

ACCELYA
Complexity Simplified

Kale Consultants (Now Accelya) helps airlines manage their financial processes and gain insights on their business performance. With over 200 airline customers, their operations are spread across nine countries, employing over 2000 professionals worldwide.

Client's Challenges	• Unavailability of resources to develop WBTs for their client IATA (International Air Transport Association).
Project Completed	IATA works with its airline members and the air transport industry as a whole to promote safe, reliable, secure and economical air travel for the benefit of the world's consumers. Kale consultants had developed a non-passenger services portal for IATA. Using this portal, all airlines that are affiliated to IATA could track services like cargo, deals, and services associated with cargo and so on. Technowrites helped Kale Consultants by developing WBTs of this portal. This WBT had various training modules like logging in, booking service requests, approval of service requests and so on. Scope included: • Preparing WBT of the portal. • Studying the portal and procuring information required for developing the WBT. • Brainstorming within the team to understand the client's requirement and the portal. • Attending meetings with the client.

Project Duration	3 months	**Project Location**	Satara road, Pune

Tools Used	• Captivate
Solution Offered	• Technowrites offered Kale Consultants, four writers, and one reviewer. The work was carried out in their office and review was done at Technowrites.
Project Highlight	• HTML based Web Based Training (WBT) module was developed for their client IATA. • Technowrites had to do a lot of rework just to incorporate all the screens as and when they were updated just to ensure that the WBT was complete at all times.
Challenges	• System interface was extremely dynamic; and kept on changing, so the writers had to cope with the changes and recapture the screens to incorporate into the WBT.

technowrites
mak@technowrites.com
www.technowrites.com / www.technowrites.corp.com