January 2018 - Saudi Arabia Aviation Information Technology (SAVIT)

The strategic transformation program of the Kingdom of Saudi Arabia encompass the

privatization of state-owned providers amongst others.

RS-TCS provided strategic sector consultation services supporting the SAVIT board implementing the required transitioning components in central role to the Chairman of the SAVIT board.

Tasks
▪ Transition Management Consulting ▪ Transformation component planning ▪ Program / Project Management ▪ PMO implementation

The goal was to shape up activities aiming to finalize the transition and transformation of the GACA IT to a private, aviation IT service provider. As a trusted partner to SAVIT, RS-TCS worked closely with the executive team of GACA and SAVIT to define components and requirements for specialized consultants for a smooth transformation into a productive, well transformed and efficient entity able for competitive service offerings.

An important fact was the sector know-how from projects alike and airport management point of view. RS-TCS prepared the path for GACAs IT swing into SAVIT to deliver continuous IT services to Saudi Arabia's 20+ airports. Major concentration was on the operational contingency of the international airports in Riyadh, Jeddah and Dammam good for 80+ million passengers a year.

Such a transformation program is significantly comprehensive and complex. While enhancing service quality, improving customer experience and meeting international benchmarks, SAVIT was to take over 100+ employees from government sources, faced innovative and demanding discussions with its clients and concluded O&M contracts with international service providers.

The project started with focus on clarifying terminologies and aligning stakeholders. A next phase was to implement a PMO to manage and monitor the transition phases. A new service delivery model allowed mapping available and needed resources to drive the development and hiring process.