

## CUSTOMER SUCCESS STORY



# British Airways Global Learning Academy

### Challenges

To achieve efficient, quick scheduling and unified training operations

### Solution

Fox automates BA's training operations with automated management of scheduling, resources, and instructor qualifications

### Benefits

Fox enables enhanced oversight and control with improved efficiency and reduced costs

### ABOUT

British Airways Global Learning Academy's center of excellence comprises over 800 training professionals. The Heathrow-based training center offers a vast portfolio of Flight, Cabin, Engineering Training products and equipment, as well as other training courses and experiences. The Academy serves British Airways and a number of its partners including the International Airlines Group (IAG), requiring complex scheduling and coordination with internal teams and rotating line trainers.

### CHALLENGES

Their main challenges comprised:

- To eliminate duplication of resources and unify training groups
- To achieve scheduling efficiency and shorten scheduling time
- To modernize, consolidate and automate course planning & scheduling processes



*"Fox has enabled us to consolidate many of our Global Learning Academy training courses into one system. Reducing duplication and manual processes has resulted in efficiencies and improvements in the quality of our planning output."*

Glenn Langley – Planning, Performance & Commercial Manager

## SOLUTION

- Fox automates and manages the following training domains with advanced planning, qualification management, and resource scheduling management: Crew Learning, Airport Learning, Engineering, Corporate Learning, Graduate & Apprentice
- Fox manages planning of training for other airlines that use the Global Learning Academy facilities
- Fox automates the creation of instructors' schedules using the company scheduling and union rules, to ensure optimal coverage
- Fox is deployed as a SaaS solution and its broad set of APIs enabled quick and easy integration with BA's existing Learning Management System (LMS)

## BENEFITS

- Scheduling and resource management is now unified, consolidated, and more efficient
- Automation has reduced the number of manual processes and resource-intensive methodologies, leading to improvements in efficiency and quality
- British Airways has increased their oversight, control and decision making by having a central repository of resources
- Increased real-time communications with trainers on occasions when training plans change, using the Notification Centre functionality within Fox



## About BKS



Britannica Knowledge Systems provides a comprehensive integrated training and readiness management solution for civil aviation, defense, security forces and corporate training management. The flagship product, Fox, is an innovative web-based training management system that optimizes the training, scheduling and operational readiness of complex global training organizations. Fox oversees the use of costly resources, simplifies complex scheduling tasks, and manages the complete lifecycle of qualification training.

[www.britannica-ks.com](http://www.britannica-ks.com)