



Client story

Air France KLM

How modern IT support drives exceptional passenger service

Objectives

- Empower Air France KLM's highly dispersed workforce with the equipment employees need, when and where they need it
- Transform the Air France KLM Group's technology support infrastructure from a reactive to a proactive model
- Maintain and grow market share as one of the world's leading airline groups

Solutions

- Next-Generation Service Desk, Frontline Field Services with 23 on-site tech cafés and Enterprise Service Management through Digital Workplace Solutions from Unisys
- TechTruck at Paris Charles de Gaulle Airport, providing mobile IT support

Results

- Created an excellent customer experience and internal work culture by providing fast, innovative support services to employees
- Achieved high employee satisfaction levels by modernizing and personalizing support with conversational responses and an accelerated resolution time
- Reduced support costs by simplifying management of IT resources



Air France KLM transformed its traditional IT help desk into an innovative support network. This modernization, including conversational AI assistance for common IT needs, enables frontline teams to focus on what matters most: delivering exceptional passenger experiences.

Every day, Air France KLM Group connects thousands of passengers to 300 destinations worldwide. As Europe's leading international carrier and a top 10 global airline by revenue, the Group knows passenger satisfaction starts with empowered employees.

Objectives: digital tools that elevate service

The Group's 2,300 daily flights across 117 countries demand seamless operations and exceptional service standards. Through Air France, KLM Royal Dutch Airlines and Transavia, staff members need instant access to the right technology to serve passengers effectively.

"If your employees are happy and like the devices they have, then the customers will be happy too. There is a strong connection between the two," Jean-Christophe Lalanne, former Group CIO of Air France KLM, explained.

Solutions: modern support for a mobile workforce

Before partnering with Unisys, Air France KLM relied on traditional IT help desks that kept employees waiting at their desks for technical support. Today, the Group supports its 100,000+ employees through an integrated network of digital services.

Tech cafés, mobile IT support and service desk

The shift from standard help desks to 23 retail-style tech cafés and a mobile TechTruck has redefined IT support. Employees now walk into welcoming spaces where they can access self-service kiosks for maintenance information or use secure overnight service for laptop updates and charging.

At Paris Charles de Gaulle Airport, Unisys introduced an innovative mobile TechTruck – a fully equipped tech café on wheels – to support Air France's ground operations during the 2024 Summer Olympics. Driven by a Unisys field service engineer, the TechTruck follows a daily designated route airside at the airport, bringing IT support directly to Air France locations, staff and crew. The service has proven so effective, with steadily increasing visitor numbers, that Air France has extended its operations.

A 24/7 Next-Generation Service Desk complements these locations with support in English and French.

Mobile tools for passenger service

The most significant change came in passenger service delivery. Through Unisys-developed Cabin Pad software, 40,000 iPads replaced paper-based systems, enabling front-office staff to deliver personalized service. This mobile approach lets crew members assist customers anywhere, improving service efficiency while reducing staff requirements.

Results: creating a positive work environment for staff and passengers

The Digital Workplace Solutions team consistently delivers high-volume support across service desk, tech cafés and mobile support. This comprehensive support network speeds IT issue resolution and device maintenance, enabling employees to focus on passenger service instead of technical challenges.

"With the support of Unisys, our tech café is one of our largest developments to support employees," said Nicolas Nelson, former Air France CIO. "By offering them efficient tools, they are no longer stuck behind desks but beside the customer for support, advice and new service suggestions. These new advantages change how we can approach customer satisfaction."

To explore how Unisys can help you operate your digital workspace more efficiently and cost-effectively, visit us [online](#) or [contact us](#) today.



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