



# Opening new skies for Fly Gangwon with an agile PSS migration



## Client Overview

Founded in 2016, Fly Gangwon (FGW) is a South Korean airline that made its maiden flight in 2019 from Yangyang to Jeju. Today, the airline operates flights from Yangyang (YNY), Gimpo (GMP), and Jeju (CJU) airports and plans to resume its international operations once pandemic restrictions are lifted.



### The Context

Fly Gangwon evaluated multiple Passenger Services System (PSS) vendors following SITA's announcement that it would discontinue its PSS business. The airline selected IBS Software's iFly RES PSS, an integrated reservations (RES) and departure control system (DCS) product suite. iFly RES offers comprehensive support for traditional sales channels like GDS, interline, and codeshare, as well as direct channel sales using native and NDC APIs. With a strong track record in supporting carriers in Korea, Fly Gangwon knew that iFly RES matched all their requirements and would enable their growth vision.

### Key Challenges

#### Discontinuation of the SITA PSS

Less than two years into business, Fly Gangwon faced a significant blow with SITA announcing the discontinuation of their PSS business. The airline was given stringent

deadlines to de-migrate from SITA's PSS and DCS. This was a major challenge for Fly Gangwon on top of the business disruptions that the COVID-19 pandemic had provoked.

#### Tech stack integration

As a core airline system for sales and passenger handling, a PSS needs to integrate with many other systems, from internal planning and operations systems like Schedule Management, external distribution partners such as OTAs, as well as country and regulatory specific capabilities, such as Korea's One Pass system. A key challenge Fly Gangwon faced was replacing its PSS while ensuring minimum impact to its satellite systems.

#### Cash preservation and revenue maximization

In addition to replacing their PSS within a very short and strict timeline, generating cash and preserving liquidity was a major challenge for Fly Gangwon, especially within the context of the pandemic.





## The Solution

IBS Software worked closely with Fly Gangwon's business, and IT teams for iFly RES to go live in just five months. The PSS platform's integrated RES and DCS fully addressed the airline's inventory, scheduling, fares, booking, check-in, and W&B needs. Enhanced product features, a rich set of open APIs, training sessions, and guidance from IBS Software helped Fly Gangwon cut over ahead of schedule. Hosted in the AWS Cloud, Fly Gangwon now enjoys unmatched PSS availability, coupled with the elasticity needed to support promotions and campaigns, which can increase transactions 100x above average system utilization. The airline was able to quickly activate its existing sales channels (IBE, Web Tour OTA, and Call Centre) and plans to add more direct connects with OTAs and corporations.

### Key Results

#### Fast implementation

From PSS implementation kick-off, IBS Software was a trusted partner with Fly Gangwon. IBS Software's past experiences of complex PSS migrations in the Korean market were fundamental to guiding Fly Gangwon along the process. Working as a single team, both companies swiftly completed critical activities such as data migration from SITA, interface integrations, iFly RES system familiarization, business process mapping, and setup. IBS Software's customer-centric approach and experienced team resulted in Fly Gangwon's go-live one month ahead of the planned schedule.

#### Lift and shift approach

From the beginning, it was clear that the migration's success would also be measured by any disruption to Fly Gangwon's satellite systems. A lift and shift migration strategy was adopted with no major redesigns of other participating systems or operations workflow and no impact on systems performance, thus allowing Fly Gangwon to continue its commercial initiatives even during the migration.

#### Business model innovation and agility

Right after the cutover, the airline benefited from the system's agility for opening new stations, introducing new routes to its network. iFly RES and the AWS Cloud SaaS deployment model also helped Fly Gangwon easily adopt a "pay-as-you-go" approach for utilized services.

#### Improved productivity

Fly Gangwon airline agents handled repetitive tasks manually while hosted on the SITA PSS, which can now be done automatically with iFly RES. For example, previously, when call center agents had to deal with multiple segments cancellations, they required 5x the time to process such changes than in iFly RES. iFly RES's automation capabilities reduce manual intervention and human errors resulting in increased productivity and satisfaction among agents.



## About IBS Software

IBS Software is a leading SaaS solutions provider to the travel industry globally, managing mission-critical operations for customers in the aviation, tour & cruise and hospitality industries. IBS Software's solutions for the aviation industry cover fleet & crew operations, aircraft maintenance, passenger services, loyalty programs, staff travel and air-cargo management. IBS Software also runs a real time B2B and B2C distribution platform providing hotel room inventory, rates and availability to a global network of hospitality companies and channels. For the tour and cruise industry, IBS provides a comprehensive, customer-centric, digital platform that covers onshore, online and on-board solutions. IBS Software is a Blackstone portfolio company and operates from 15 offices across the world.

Further information can be found at <https://www.ibsplc.com>

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