Adopting the Kony AppPlatform Enables Agile App Development Leading to Passenger Service Improvements due to Flexible and Speedy Communications
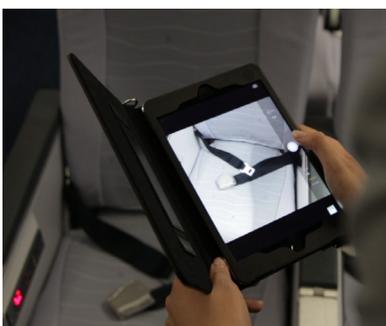

In striving for global leadership in customer service, All Nippon Airways Co., Ltd. (ANA) developed two mobile applications for tablet terminals distributed to flight attendants. iCE tracks passenger information, such as flight connections and meal preferences. iCabin reports cabin malfunction issues to maintenance. These applications were created with the Kony AppPlatform to accelerate app development while flexibly communicating flight attendants' views.

Challenge 1
Looked for a platform that could swiftly develop apps in order to flexibly reflect views from the cabin.

Solution
The Kony AppPlatform implementation and agile app development shortened the iteration cycle and reduced the time to Go-Live.

Industry:
Transportation / Logistics

Solution:
Kony AppPlatform

Partner:
SoftBank Corp.

kony™

Challenge 2
Searched for a tablet device for flight attendants with an interface for more than just electronic manuals.

Solution
Deployment of app communicating views from the cabin enhances work efficiency and customer service improvement. Furthermore, staff participation in app development stimulates internal communication.

Applications on the 6,000 tablet terminals ANA distributed to cabin crew were limited to internal applications such as electronic manuals and educational efficiency. However, as the company pursued enhanced customer service through the application of ICT, it investigated the advancement of a tablet with further applications for customer services.

In moving forward with app development, a platform that would communicate the views of cabin attendants—who are at the frontline of operations as well as end-users—and reflect fluctuating customer needs was indispensable. To this end, ANA chose the Kony AppPlatform provided by SoftBank.

Adopting the Kony AppPlatform enabled accelerated iteration (the cycle from hearing to requirements definition, prototype development and verification) and realization of agile development for app development in order to communicate workplace (cabin) views.

Furthermore since SoftBank provides centralized services for tablet terminals and network settings, app development progressed efficiently with the deployment of the passenger information confirmation app, iCE, in a mere two months from planning. Collaboration between cabin attendants, maintenance technicians, planners, and developers on app development led to invigorated communication transcending occupation.

Customer Feedback

Takeshi Hayashi
All Nippon Airways Co., Ltd.
Mobility, Business Transformation Lead

"We wanted to expand the channels of our tablet terminals, which had only been used internally, and provide an app for cabin attendants—who work at the frontline— to communicate their views. However, we needed an agile application software platform to swiftly and flexibly develop apps. Kony was a perfect solution for us."

Yutaka Takano
ANA Systems Co., Ltd.
Flight Operations Systems,
Chief Expert

"I headed the development of "iCE." Typically, it would take ten months from planning stages to complete an app. With Kony's agile development and SoftBank's speedy support, we were able to achieve iCE within a mere two months. Furthermore, since connectivity is restricted to Kony-based apps, data transmissions between servers are also encrypted. As a result, security is guaranteed without preparing separate VPN settings. I feel there is an enormous advantage from a usability point of view."

Keitaro Nozaki
iCabin Development Head
ANA Systems Co., Ltd.
Flight Operations Systems

"I headed the "iCabin" development. Since iCabin is connected to ANA's core system we expected many resources to be allocated for data formatting and testing, as well as adjustments for SIer. But since we could rely on the support of SoftBank's integrated platform we were benefited tremendously."
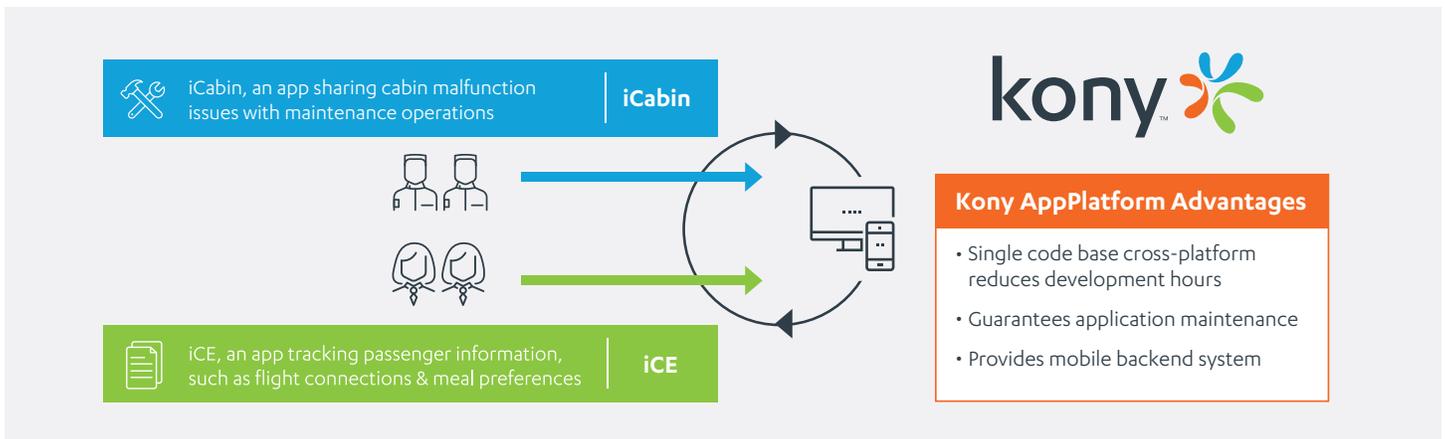
Kanna Matsuzaka
All Nippon Airways Co., Ltd.
Cabin Attendant

Yoshitaro Ohama
ANA Base Maintenance Technics Co., Ltd.
Aircraft Cabin Maintenance Section-3
Aircraft Cabin Maintenance Department

"Since we had been keeping written reports concerning passenger information confirmation and cabin malfunctions on paper, there were delays in submitting and checking these matters, leading to various complications. By using "iCE" and "iCabin" we can confirm and input information online during flights. With Internet connectivity this data is automatically communicated to the "Kony" server, ensuring reports are never delayed. This has led to enhanced customer services."

"In the past, we approached the aircraft after landing to confirm mechanical issues with the flight crew. Afterward, we would arrange for the necessary tools and parts. With iCabin, we can confirm in advance the defective sites and noise through photos and recordings and get started on necessary preparations, thereby reducing work time."

iCabin
iCabin, an app sharing cabin malfunction issues with maintenance operations

iCE
iCE, an app tracking passenger information, such as flight connections & meal preferences

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Kony AppPlatform Advantages
- Single code base cross-platform reduces development hours
- Guarantees application maintenance
- Provides mobile backend system

ANA Inspiration of JAPAN

A STAR ALLIANCE MEMBER

Corporate Data

Company:
All Nippon Airways Co., Ltd.

Headquarters:
1-5-2 Higashi Shimbashi, Minato-ku, Tokyo

Established:
December 27, 1952

URL:
http://www.ana.co.jp/

Number of Employees:
12,859 (as of March 2016)

Kony is the fastest growing, cloud-based enterprise mobility solutions company and an industry leader among mobile application development platform (MADP) providers. Kony empowers organizations to compete in mobile time by rapidly delivering, ready-to-run, multi-edge mobile apps across the broadest array of devices and systems, today and in the future, with a lower total cost of ownership. Kony's cross-platform solution helps organizations design, build, configure and manage mobile apps to empower and better engage with customers, partners and employees.

For more information, please visit www.kony.com. Connect with Kony on Twitter, Facebook, and LinkedIn.
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