polestar

Delta technology

Delta Technology, Inc. (DT) is based in Atlanta, Georgia and employs more than 2000 of the industry's best and brightest. It is a company of thinkers and creators.

▲ **Delta**

DT is a wholly owned subsidiary of Delta Airlines. As an organisation, it exists to enable the parent company to fully achieve its goals, understanding that technology plays a crucial role in the success of any airline. DT adds value and creates advantage for Delta through its closeness to, and understanding of, Delta's business and its plans. In particular, DT's ability to look holistically across the enterprise, and its ability to utilise IT to achieve business integration and synergies, as well as build new products and services, ensures it achieves its aims and objectives.

Requirement
Delta required the provision of highly skilled IT personnel for helpdesk, field and consultancy services to Service Centres & Airports in the EMEA (Europe, Middle East & Asia) Regions.

Solution
Polestar provides a qualified and experienced IT team to London based Delta Technology. Our staff undergo an initial security clearance review and are also subsequently checked every 6 months to ensure that they conform to Delta's security policy.

- Polestar supplies daily support to the Delta team. This includes looking after (Microsoft) desktop applications, RAS (Remote Access Server) issues, network security, NT & XP administration, physical networking (T1 & ATM), and terminal troubleshooting. In addition, Polestar deals with hardware issues such as ticket printers (small impact type and larger boarding pass types).

- Polestar also provides Project Management to Delta Technology within the EMEA. It designs, implements, and documents the roll out of new IT systems and assists in the creation of new international call centres for Delta Airlines' ticketing and customer service departments.

Polestar engineers are highly skilled in a range of specialist areas thus ensuring the smooth running of the Service Centres and Ticket Offices in Delta Airlines' largest region. We are particularly proud of the people-based skills we are able to provide and of the appearance and manner of our team. As most of the staff Delta employ are non-English speaking by country of origin, we especially value qualities such as adaptability and the ability to solve problems without specific knowledge of the systems used in different countries, and our engineers are therefore selected on this basis.

Result
Within 18 months of the start of the relationship, Delta Technology asked Polestar to become a 'preferred' supplier, ensuring Polestar retains a unique relationship with one of the world's largest airlines.

Polestar has been providing ICT services to DT for five years.

> '**Polestar engineers play a key role in supporting the mission - critical systems of Delta Airlines in Europe, the Middle East, & Africa.**'
>
> **Catherine Benhammi,**
> **Field Operations Manager EMEA,**
> **Delta Technology**

Innovative IT to empower your business.

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