



Jet Airways is "On Time, On Course"

Alcatel has made Jet Airways realize that using their Data Backbone; they can do wonders with the Alcatel OmniPCX 4400.

Jet Airways began its life in 1993 with the mission of becoming the most preferred domestic airline in India. Some might say they have already succeeded. Aimed primarily at Business customers, Jet Airways currently operate 245 domestic flights everyday, to over 41 destinations throughout India. A winner of many awards (The Air Transport World Award 2001, World Travel Market Global Award and the H&FS Domestic Airline of the Year Award to name but a few) the airline employs 6600 people. Jet Airways pride themselves on providing the highest possible level of customer service; from the moment


the customer books their ticket, until the time when they leave the airport. The airline is in fact among the few holders of the prestigious ISO 9001 certification for in-flight services.

As a company, Jet Airways has been very successful due to its fast growth. In fact it is one of the fastest growing airlines in the world, and has built itself up from managing 4 aircraft in 1993 to 40 aircraft just nine years later in 2002. Today it is estimated that Jet Airways have a market share of 40%.

Jet Airways is currently forging ahead of their competition with number of

new Aircrafts and routes, and in line with this, is also concentrating on upgrading their technology.

As part of this program, the company wanted to install a reliable, 99.999% uptime communication PBX, with ACD and CCD. Despite tough competition for this contract, Jet Airways chose an Alcatel solution as it offered the best price; the most up-to-date technology and Jet Airways liked the call center solution with Voice Guides concept. Other factors in their decision to use Alcatel were Alcatel's reliability and service backup as well as Alcatel's 'All-In-One service portfolios' that could cope even with remote locations in Eastern India.



The Alcatel solution involved the installation of 37 systems across India in major cities and airports: from Bangalore to Delhi, and from Kulkata to Goa. 35 sites were equipped with Alcatel OmniSolutions, 20 sites were equipped with an Alcatel OmniPCX 4400 and 12 sites were equipped with an Alcatel 4300. Two Call centers with 100 agents and a full set of contact center applications were also commissioned and operate in Mumbai and Delhi.

Jet Airways now posses a large number of products from the Alcatel range, and since the installation they have appreciated the many benefits that choosing an Alcatel solution brings. Jet Airways have found that the Alcatel products meet all their voice requirements, due the reliability of the products themselves. As well as this,

the company has discovered that in the case of any minor problems with the systems, Alcatel responds in a very serious way, and is concerned for their satisfaction. The Alcatel solution has also greatly benefited Jet Airways' many customers who are now able to access flight information very easily via the call centers and can use the Tele-check-in services, which are time saving and very practical, especially for Jet Airways' business clientele.

Alcatel has made Jet Airways realize that using their Data Backbone; they can do wonders with the Alcatel OmniPCX 4400. The VOIP networking of two systems in Mumbai has demonstrated the power of Alcatel Networking and the full range of features it allows.

Jet Airways recently expressed that they were very keen to continue the relationship with Alcatel. They were also very happy with the support provided by Alcatel across India. If we use flight terminology to describe the Alcatel installation at Jet Airways, we can certainly say that it is: 'ON TIME, ON COURSE'!

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