



Subject
Delta Air Lines

Location
Worldwide (HQ in Atlanta, Georgia)

Products
Perspective Premium™
Perspective Visual Analysis™
i2® Analyst's Notebook®

PPM 2000 case STUDY

An Enterprise Solution for Global Security Challenges— Perspective at Delta Air Lines



The Client
Delta Air Lines

The Challenge
Delta's former incident reporting process consisted of a variety of disparate methods that could not be integrated. They required a more comprehensive, highly customizable system that could track, analyze and report on incident activity across all divisions.

- The Perspective Solution**
- Consolidates data from six Corporate Security teams for a complete picture of Delta's global security risks.
 - Allows Delta to track airline-specific data.
 - Documents complete incident and investigation details for litigation.
 - Reveals patterns and trends in incident activity, and visually exposes links and associations between data.

- The Results**
- Generates analyses and reports that benefit the entire Delta team.
 - Enables Delta to track and report custom loss data for performance measurement.
 - Facilitates Delta in taking a more proactive approach to incident reduction.
 - Demonstrates the value of Delta's Corporate Security department to the company as a whole.

With 170 million passengers each year, an employee count of 75,000, and hundreds of locations around the globe, Delta Air Lines—the world's largest air carrier—faces a staggering array of security challenges. On any given day, anywhere in the world, Delta's Corporate Security team may handle issues ranging from policy violations, to credit card fraud, to bomb scares, to global threats. They must record incident details, investigate causes, implement solutions and put preventative measures in place to ensure operational continuance and to maintain passenger, employee and asset safety.

The Challenge

With security issues scattered around the globe, ranging in severity from minor to life-threatening, it is critical that Delta's Corporate Security department has instant access to information concerning incidents at hand, as well as past incidents. And since Corporate Security is composed of several different teams, each handling a unique subset of interrelated issues, it is essential that all security personnel utilize an incident reporting system that functions across the organization—facilitating the sharing of information, encouraging collaboration and allowing complete analysis and reporting of Delta's entire security operation.

Preview only. Please complete the request form to receive the entire Case Study.