



# United Airlines

## Manpower Management Systems

### Solution Highlights

**Company:**  
United Air Lines, Inc.

**Challenge:** Create a Streamlined system that integrates all aspects of Manpower Management

**Solutions:** Reengineer Scheduling, Vacation Bidding and Shift Bidding Application

**Benefits/Results:** Dramatic decrease in expense associated with scheduling overtime. Streamlined, easy to use system.

**Software/Services Detail:** Microsoft Access 97, Windows NT,(IIS) Internet Information Server, (ASP) Active Server Pages.

United Airlines takes great care to ensure convenient travel, superior customer satisfaction, and the safe delivery of its valued passengers, cherished property, and mail. With 130 worldwide destinations, 2,346 scheduled daily departures, and over a hundred thousand active employees, United Airlines pilots their massive operation with grace and agility, never failing to reaffirm their loyal customers.

### A Partnership is born...

How is it possible that such a large and complicated company, serving a multitude of customers in a variety of ways, function so flawlessly? One reason United has been able to offer such superior service, is that United Airlines has teamed up with Parallax Technical Services to create a system that addresses all the needs of scheduling managers, resulting in improved efficiency and saving valuable dollars, better spent elsewhere.

What you might not know is that 40% of all domestic flights in North America are serviced by employees scheduled through the Parallax scheduling systems. United Airlines is one proud and successful example of how Parallax works with its clients.



### Problems linked to the past...

The main thrust of the United Airlines Scheduling project was to unify and expand the capabilities of numerous mainframe and client/server applications stemming from United's manpower effort.

United Airlines exclusively employs workers from IAMAW (International Association of Machinists and Aerospace Workers) to do many aspects of preflight and post flight operations. With the older and less reliable technology systems implemented at United, the airline was paying a tremendous amount to union grievances.

Because United was paying out a substantial amount of money to settle these grievances, there was an opportunity

available for an efficient system to "pay for itself".

Before Parallax was brought on board, United Airlines operated with an archaic system that did not function correctly, was no longer competitive, antiquated in design, and was plagued with incompatibility problems.

A number of the applications written for the manpower support crew were developed over two decades ago! Pre-Parallax, there was no way to transfer data from one system to another, causing redundant data entry susceptible to human error.

## Optimizing the Present...

When Parallax stepped in, the goal was to design, develop, and implement a wide-ranging manpower application, completely linked, and worlds more efficient. Parallax works *with* its clients to understand the problems, then solve them step by step. In the case of United Airlines, Parallax not only examined existing code, but interviewed manpower personnel to truly understand the problem, allowing for a whole new system development that included functionality that revolutionized the way United Airlines does business.

By optimizing the applications, Parallax cut many unnecessary steps involved in past business practices, freeing management to spend more time analyzing data and increasing productivity. Utilizing XML/XSL, and Microsoft's Web technologies, Parallax has been able to provide functionality to produce a plethora of reports in various formats.

## Looking toward the Future...

### Scheduling Processes

- Overtime Sign-Up
- Overtime Charging
- Daily Roster
- Daily Reassignments
- Daily Manpower Reporting
- Seniority Reporting
- Exception Tracking and Reporting
- Grievance Tracking and Reporting
- Future Work Tracking / Reporting
- Vacation Bidding
- Shift/Work Area Bidding
- Training Tracking
- Personnel Information Tracking
- Work History Tracking
- Discipline Information Tracking
- Employee Calendars – Historical and Future

***"Parallax is only as successful as we make our clients."***

We succeed only when our customer succeeds. Working one on one with every client, Parallax gains a thorough understanding of our client's needs, strengths, and challenges, thus enabling us to recommend both new systems and system improvements that will truly make our clients be more effective and competitive.

Quality information technology is critical to giving our clients the competitive edge they need in an ever changing and competitive business environment. Our technical specialists create innovative solutions to support the custom specifications of each client. At Parallax we are a full-service information systems company, whose experts can improve upon existing applications or create innovative new products, helping to promote growth and efficiency.

Our products include a broad range of services from complex data warehousing systems to data management systems and cutting edge web designs. We are experienced in all phases of systems development from systems design through testing and training. Parallax's qualified and experienced staff is anxious to put their skills to work for you.

At Parallax Technical Services, Inc. our focus is on providing efficient and innovative information services and products to our clients. We view each client relationship as a Partnership. Simply and completely, Parallax offers clients a team of information technology experts, ready to access and fill every client's technological needs. At Parallax Technical Services, Inc. we firmly believe that Parallax is only as successful as we make our clients.

Parallax is in the process of developing the next generation of Manpower systems for United. Supervisors will be able to receive reports in their area via web browser. In the near future, personnel will receive data sent through non-PC devices such as pagers, PDA's and cell phones with Web interfaces. Supervisors will be notified of last minute sick calls as well as gate assignments, weather notifications, and a number of other area specific circumstances.

Other departments within United have previewed the system and are anxiously pushing for expansion. Just looking at the list of major processes currently included in the Scheduling program, it is not difficult to see why.



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