



How a Major Airline Used Kaseware to **Successfully Manage 8,000 Incidents** — In Just 6 Months

2024



Background

The airline industry has faced many challenges in its history. One of the top 5 airlines in the U.S. came to Kaseware in 2019, just before the pandemic started, looking for a new solution to manage security incidents. Unfortunately, as the world shut down, they were forced to pause many operations, including implementing a new case management system.

However, as travel picked back up, finding a new case management solution once again became top of mind for this airline. As travel picked back up, Kaseware eagerly prepared to resume conversations with the airline.



About the Airline

This airline is one of the largest in the world with billions in revenue — and growing. Because of their size and nature of business, this airline manages a variety of global security incidents each day.

Given their size and geographic reach, **aviation companies face challenges comparable to law enforcement agencies.** Airline employees handle incidents such as abusive customers, suspected human trafficking, and suspicious activity that pose dangers to the company and its valued customers.

This airline needed a case management system to help facilitate the tracking, management, resolution of critical incidents, and robust reporting capabilities for trend analysis to improve policy and procedures.

The Challenge

The airline's legacy case management solution did not provide the level of analytics and flexibility they needed to dive deep into data to answer important questions and to surface hidden connections.

They needed a modern cost-effective solution with more robust data analytics. The solution also needed to consolidate multiple, disparate systems, as they were currently working with over 6 different platforms and tools to manage their cases — including dispatching. Furthermore, they needed the system to provide adaptability to the various environments they work in, with or without the Internet.



The Solution

The airline wanted to structure its next case management system in a way that was different from the average corporate security team. The project would only be approved if it satisfied the following requirements:



Enhance business processes and their ability to adapt without waiting on the vendor and without adding cost through Dynamic Forms



Create a centralized environment to weed out duplicate work and data points to improve accuracy by centralizing the entire security organization into one case management system



Tighten internal communication and information sharing while maintaining data privacy through Kaseware's custom access controls



Improve efficiency while in remote locations through Kaseware's offline forms



Automate the Command Center process to save time during time-critical events through Kaseware's email capabilities



Perform sophisticated analytical processes on varied, complex, and unique data sets through the internal data modeling tool and Kaseware's custom PowerBI connector

Kaseware met the criteria through their consultative and collaborative approach to system development with the airline. By asking questions to identify areas for operational improvements, providing demonstrations, and configuring a Kaseware environment before a sale, Kaseware showed them just how far the system could go to solve its challenges.

The Results

The decision to move forward with Kaseware came down to the airline's return on investment. Kaseware's customizable configuration and robust analytical tools were key components in the team's decision. Specifically, Kaseware's link analysis tool. This tool converts datasets into easy-to-understand visuals (on maps, graphs, and timelines) that uncover valuable connections between data points — exactly what the airline was looking for.

Due to the strong partnership, the airline implemented Kaseware in six months. The quick turnaround time enabled the aviation company to see the benefits of Kaseware sooner than anticipated.

The entire Corporate Security team at this airline now works in one environment for easier and more efficient information sharing.

They can run trend analysis on incident driving factors, such as intoxication, using the internal Kaseware analytics tool and the PowerBI connector. They work closely with the Kaseware analytics team to automate KPI tracking and refine data collection processes.

Within months of implementation, the airline has successfully managed over 4,000 investigations and over 4,500 calls for service in addition to managing security assessments, tip reports, and prohibited items.



“My favorite aspect of Kaseware is seeing our processes go into new technology, and finally getting away from so much paper and pen, and spreadsheets. Kaseware has made our work easier and the teams are happy. We are constantly looking to move more into the system.”

- Security Program Manager from the airline

“Compiling all of our data into a centralized system has elevated our ability to analyze our metrics and has empowered us to make strategic programmatic improvements.”

- Director from the airline



Our Future

Kaseware strives to meet clients' needs regardless of how complex they are. This airline is currently working on integrating the central command center alerts to come from Kaseware. Now when an incident happens on an aircraft, the 24/7 desk will send critical alerts to the company through Kaseware's email feature. The same technology will be leveraged during major events.

This will eliminate multiple steps in the process thus creating additional speed and efficiency since they can alert, assign, and create an investigation in the same process.

Kaseware strives to deliver results for customers over the long term and continues to provide ongoing support and training. Kaseware continues to work with them to expand their use of features while building additional integrations for their team. But working with this airline is just the beginning. Kaseware hopes to provide its case management solution to more airlines, allowing for the potential of secure multi-airline threat data sharing within the system.



KASEWARE

Clarify the Complex

One system to connect investigative teams and tools to identify, uncover, and protect



Backed by Expertise

Founded by former FBI Special Agents our platform is continuously guided by former law enforcement and security professionals.



Consolidate to One System

Collect, analyze, and connect information and people working an investigation in a single place, for a single pane of glass view.



Highly Configurable

Modify the platform to your unique workflows and processes to maintain compliance, avoid mistakes, and make connections.

[Schedule a Demo](#)

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Respond • Investigate • Resolve

