

CASE STUDY

United Airlines



UNITED

INDUSTRY Airline and Aviation

PRODUCT Advanced intranet for 100,000+ employees

Challenges

- Critical internal app with frequent availability issues.
- Complex Azure + CDN stack lacked integrated support.
- Needed deeper incident response and problem analysis.

Solutions

- 24/7 monitoring and triage via ServiceNow and Teams.
- Support across Azure back-end and CDN front-end.
- Applied structured problem management to reduce incidents.

PLATFORM Azure & Vercel Clouds with Akamai and Vercel protection

Results

- Integrated with internal Application Recovery Center operating model.
- Uptime significantly improved.
- Intranet featured in the airline's internal IT spotlight for reliability gains.
- Seamless co-managed model integrated with internal IT.
- Work highlighted for internal IT spotlight for reliability gains.

➔ **90%**

Reduced Critical Alerts allowing staff to focus on business value

➔ **99.99%**

Uptime, Reinforcing Brand Reputation

➔ **IMPROVED**

Availability is now consistently above target SLA thresholds across all environments with full level 1 and 2 and 24x7 coverage.

