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Helping a global airline modernize workforce operations

Operate services | Payroll Operate

The challenge

For this global airline client, managing a large, distributed workforce had become increasingly difficult. Complex scheduling rules, compliance demands, and persistent staffing gaps strained day-to-day operations, while manual, approval-heavy processes slowed the ability to respond to coverage needs in real time. The result was a fragmented employee experience and elevated operational risk, underscoring the need for a modern, automated approach to restore speed, fairness, and transparency.

Our solution

Deloitte worked with the airline to modernize workforce operations across airport functions, including ticketing, gate, ramp, baggage, club, and VIP services, through the deployment of Workforce Intelligence Next-Gen Solution. By automating shift swaps, vacation bidding, and schedule-to-pay processes, the platform introduced real-time workforce scheduling capabilities and streamlined approval workflows. A phased rollout by workgroup and station built early momentum, driving peer-to-peer adoption and setting the stage for broader organizational buy-in.

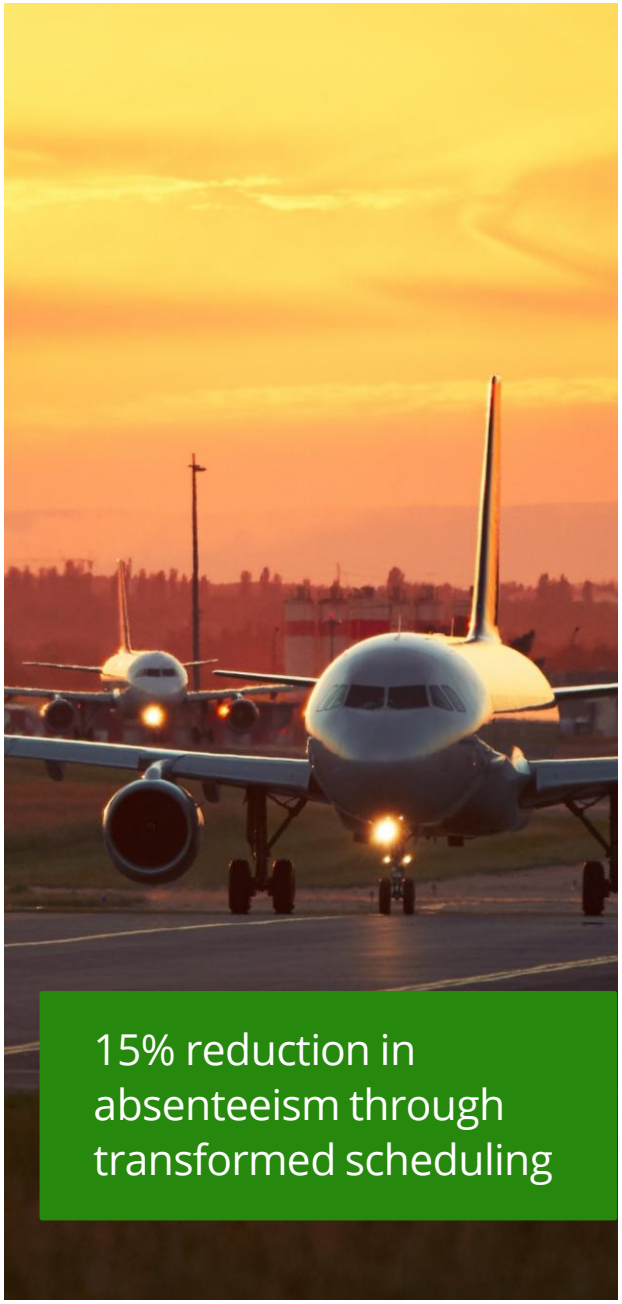
The outcomes

Improved workforce experience

- Over 1.4 million schedule transactions, giving the workforce greater control over their time.
- 125% increase in Net Promoter Score (NPS), with frontline experience improving from 4/10 to 9/10 after implementation, reflecting higher workforce satisfaction and engagement.

Increased operational efficiency

- 10% reduction in overtime spend, delivering direct bottom-line impact.
- 15% reduction in absenteeism through transformed scheduling, helping improve operational continuity.
- Faster workforce decision-making through real-time staffing visibility and streamlined approval processes.
- Improved workforce agility by enabling real-time staffing adjustments and reducing approval delays.



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