

Time	Flight	Destination	Gate	Status
20:00	A 622	Hangzhou		
20:05	CI 642	Taipei		
20:05	A 885	Singapore		
20:10	Z 7431	Medan		Est 20:00
20:15	O 304	Beijing		
20:25	J 568	ShanghaiPVG		
20:30	K 686	Singapore		
20:30	E 675	Brisbane		
20:35	R 2885	Singapore		Est 21:15
20:40	Z 3888	Hanoi		
20:40	A 889	Ho Chi Minh		
20:40	O 182	Taipei		
20:45	M 881	Mumbai		
20:45	X 881	Xiamen		
20:45	G 887	Bangkok		
20:50	D 3882	Bangkok		
20:55	C 888	Guangzhou		
20:55	S 888	Sydney		
21:00	T 888	Taipei		
21:00	T 888	Taipei		
21:05	K 888	Kuala Lumpur		Est 21:55
21:10	L 888	London		

Time	Flight	Destination	Gate	Status
21:10	P 888	Phuket		Est 21:00
21:10	S 888	ShanghaiPVG		
21:20	S 888	ShanghaiPVG		
21:25		Hangzhou		
21:30		Taipei		
21:30		Sydney		Cancelled
21:40		Kochi		
21:40		Clark		
21:40		Xiamen		
21:50		Mumbai		
21:50		Mumbai		
21:55		Mumbai		
21:55		Kochi		
22:00		Mumbai		
22:10		Bangkok		
22:15		Taipei		
22:15		Taipei		
22:20		Taipei		
22:25		Taipei		
22:25		Taipei		
22:40		Taipei		
22:45		Taipei		
22:45		Taipei		
22:45		Taipei		
22:50		Taipei		

Time	Flight	Destination	Gate	Status
22:50		Bangkok		
23:00		Amsterdam		
23:05		Paris		
23:05		London		
23:15		LondonLHR		
23:15		Zurich		
23:25		LondonLHR		
23:30		Munich		
23:35		Athens		
23:40		Cairo		
23:40		Bahrain		
23:40		Los Angeles		
23:45		LondonLHR		
23:45		Paris		
23:45		Johannesburg		
23:50		Johannesburg		
23:55		Sydney		
23:55		LondonLHR		
23:55		Paris		
00:05		Paris		
00:15		Amsterdam		
00:25		Amsterdam		
00:30		Amsterdam		
00:30		Amsterdam		

CASE STUDY

DIGITIZING NIGHT SHIFT OPERATIONS FOR A LEADING MIDDLE EAST AIRLINE



CCS
technologies

www.ccs-technologies.com

ABOUT CLIENT

A major airline based in the Middle East—renowned for its engineering excellence—faced a common yet critical challenge: manual night shift handovers that relied heavily on emails and spreadsheets.

These outdated processes caused delays, made it hard to track task status, and left gaps in communication between engineers, maintenance managers, and shift supervisors.

BUSINESS CHALLENGE

In collaboration with CCS Technologies, the airline undertook a 3-month digital transformation initiative. The goal? Build a custom night shift management system using Microsoft 365 tools to streamline operations and reduce manual effort.

The outcome: a fully integrated, SharePoint-based solution embedded into Microsoft Teams and Outlook—delivered with speed and precision.

CCS SOLUTION

The digital system included:

- A centralized dashboard for task creation, tracking, and approvals
- Bulk and individual task approvals via Teams, mobile, and email
- Automated shift reports triggered at configurable cut-off times
- Role-based views for engineers, supervisors, and maintenance leads
- Mobile-friendly interfaces within existing Microsoft platforms
- Real-time notifications and audit trails to ensure accountability



BUSINESS BENEFITS

- 40% increase in task tracking efficiency
 - 50% reduction in manual coordination time
 - Error-free, paperless handovers
 - Stronger compliance with full traceability
 - Faster turnaround and improved inter-team communication
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TECHNOLOGIES OR TOOLS USED

- SharePoint Online
- SPFx
- Microsoft Teams Integration
- Logic Apps
- Outlook Adaptive Cards





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