



Case Study

Case Study: US Airline Pilots Association

Situation:

The US Airline Pilots Association (USAPA), which represents 5,200 Mainline US Airways pilots, was establishing its headquarters in Charlotte, NC. As the service-providing association began ramping up all facets of its operations, including critical information technology requirements, it adopted a business approach of outsourcing many critical functions to control costs and bring the association to up-and-running status quickly.

With a critical timing need, the group was referred to Waypoint Solutions Group by an area contact.

The Waypoint Solution:

"From the beginning, Dan Wilson and his people at Waypoint demonstrated a sincere interest in our line of work, which quickly set the tone for how they now work with us," according to Gary Bauhan, USAPA Executive Vice President.

"From an overall systems standpoint, we had a fairly clear understanding of what we needed in terms of functionality, and Dan and Waypoint were able to define those requirements in terms of specific technologies, approaches and processes," adds Bauhan.

Waypoint came back to USAPA with a cohesive package of services that includes wiring and infrastructure, managed hosting, website hosting, outsourced e-mail, management of desktop and laptop systems, internal telephones and group cell phone service, as well as printers and copiers.

"We were sold on Waypoint's business model, which represents the best value for our dollars, as well as their overall scope of services and how they are integrating them into our critical business operations," says Bauhan. "They offer personal, on-site involvement and have been very responsive to challenges that have come along as the work has progressed."

Ongoing Support and Results:

Waypoint has become the single-source point of contact for all IT needs for USAPA.

"Whether it's Cisco or AT&T or any other vendor, Waypoint maintains primary contact and interface with these parties, freeing us to focus on service to our 5,200 US Airways pilot members," says Bauhan. "Outsourcing all of these IT functions with Waypoint allows USAPA to stay on track. Because we're not limited by IT staff with specific skill sets, we will be able to change direction quickly if and when that need arises."

Waypoint Solutions Group provides USAPA with the following managed services:

- **managePOINT** – IT Service and Support
- **mailPOINT** – Hosted Email
- **watchPOINT** – 24/7 Network Monitoring Services
- **hostPOINT** – Hosted Solutions
- **storePOINT** – Disaster Prevention Data Storage

About Waypoint:

Waypoint Solutions Group provides IT Managed Services, offering a broad range of business technology and support services to companies of every size. Waypoint has an established history of providing solutions that enable companies to grow and achieve business goals through technology.