

CASE STUDY - SITA

“Acting responsibly is at the heart of all we do at SITA. We believe that corporate social responsibility can make a positive difference for everyone – our employees, our business, our customers and the air transport industry.”

-Amber Harrison, Director, Corporate Social Responsibility

The Services Provided



ANALYSE

Knowing your data



ASSIST

Technical helpdesk



SELECT

Software selection

The Challenge

SITA, the world's leading air transport IT and communications specialist, needed a flexible, web based CSR solution that would allow them to collect data from across the globe. They required a solution that wouldn't just deal with one arm of sustainability but would allow them to expand the scope of the solution as their CSR ambitions evolved. SustainIt needed to help SITA find an agile, cost effective system that would enable them to clearly understand their CSR data and communicate their sustainability successes to both customers and staff.

The Solution

Through a series of technical workshops and meetings, SustainIt were able to form a clear understanding of the requirements for SITA's new CSR solution. SITA chose a ThinkStep solution that would allow them to define their KPIs and corporate performance targets as well as utilise the built in functionality to create vibrant graphical representations of their sustainability targets and chart progress against these targets.

The Benefits

By helping SITA find the sustainability software they needed, SustainIt have been able to provide SITA with the tools to manage, control and report on their sustainability data. As a result, SITA were able to meet and exceed their sustainability targets from year one of the project. Through SustainIt's ongoing system optimisation, they were also able to extend the scope of their system to match their evolving requirements and continually improve the efficiency and effectiveness of their sustainability software.