CASE STUDY - Thomas Cook Group

> " *We see sustainability as the responsibility of every employee and an activity that requires strong leadership, starting with the Chief Executive and senior Management Team.* "
>
> -Peter Frankhauser, Chief Executive Officer

The Services Provided

PLAN
Strategy and engagement

ASSIST
Technical helpdesk

ANALYSE
Knowing your data

SELECT
Software selection

The Challenge

Thomas Cook is one of the world's leading leisure travel groups employing around 22,000 people and operating in over 16 countries. Their challenge was using a software solution to manage their compliance, health and safety, incident and risk data that was no longer being longer supported. They needed help to plan, select and implement a new software solution that wasn't just robust but could be scaled to replace their existing system, with as little disruption as possible.

The Solution

SustainIt worked closely with Thomas Cook to create a comprehensive requirements specification and provided support and expertise during the software selection process. After Thomas Cook had selected a software vendor, iSystain, we worked closely with them and the vendor to ensure that the scope and deliverables were clear and that all required functionality was tested and delivered according to the project plan and schedule. SustainIt then designed and delivered a tailored training programme which helped increase end user engagement and enabled Thomas Cook to get maximum value out of the new system.

The Benefits

Thomas Cook have seen a massive improvement in data accuracy and the integrity of their data, meaning that they are now able to make better decisions and report more reliable data. They were also able to significantly reduce the amount of time spent on data collection, allowing them to focus their efforts on engaging the business and driving performance improvement. Due to the success of this project, other business functions have now expressed an interest in the system, and we are working with them to define and implement their own specific requirements.

SustainIt
the good data company