



Success Story



About the Client

Delta Private Jets Inc. has operated for over 30 years as a luxury and private jet aircraft service with the resources of one of the world's largest airlines, Delta Airlines, to provide a personalized, luxurious travel experience. As the industry leader in private aviation, Delta Private Jets Inc. maintains a fleet of over 70 fully equipped aircraft that are available 24/7 to customers around the world. Delta Private Jets is headquartered out of Northern Kentucky and consistently receives awards for outstanding customer service and has continuously held the coveted ARGUS Platinum safety rating longer than any other operator in the world.

DELTA PRIVATE JETS Deploying the 'DPJNet'

Since its inception, DPJ has set industry standards for private jet charters by providing luxurious, safe, and convenient travel solutions for people across the globe. Through the years however and as the subsidiary continued to expand its business and grow its operations, their aging intranet tools became less and less effective. As a result, the decision was collectively made to update their digital workplace.

As Director of IT and project-lead for the Delta Private Jets intranet transformation, Zach Schaffner understood that it was important to find a user-friendly solution for DPJ employees who had grown accustomed to their outdated portal, while also implementing a tool that is easy to govern for his IT team who would be managing it. Aside from simply providing a more centralized location for relevant company news, documents and info, Zach understood that delivering an improved collaborative platform would have lasting effects by empowering employees to work better and more efficiently. Lastly, Zach and his team were looking to integrate a mobile intranet solution for field and remote workers to utilize alongside the traditional desktop experience.

"The employee reception towards DPJNet has been fantastic! Powell 365 is a powerful solution that enables us to easily enhance and upgrade our portal. With just a few clicks, we can easily update and redeploy a site or enhance existing capabilities with additional features to meet new needs".

-Zach Schaffner, Director of IT, Delta Private Jets

Following a lengthy process of researching various intranet providers and after carefully reviewing the ClearBox Consulting intranet report, Delta Private Jets chose Powell 365 as their new intranet solution. The team at DPJ were drawn to the aesthetic, modern look and feel that Powell 365 offered and felt that employees would respond well to the interface. From a governance perspective, the convenience and simplicity of working with Powell Manager immediately stood out to the DPJ team. This level of flexibility and customization, in addition to the ability to quickly implement a mobile platform for their intranet, were major factors in the decision to move forward with Powell 365.



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Although the solution was chosen for its ease of use and management, there was a fair amount of preparation needed to be completed before implementation began. While things like the updating and cleaning of the company active directory needed to be done, the biggest amount of preparation went towards creating an effective adoption strategy for the DPJ employees. A gradual transition from the old intranet to the new intranet, named DPJNet, allowed employees to continue in their day to day activities as they slowly became more comfortable and familiar with the new tool. The Powell Software team was also available as support during this time and provided training resources and documentation to get the company fully onboarded.

Once launched, the reception towards DPJNet has been fantastic. With 100% of DPJ employees now fully onboarded to DPJNet, the preparation and adoption strategies that Zach and his team employed clearly went a long way toward making their intranet project a success. Not only do employees now have a much easier to use portal to access documents, news and other work materials, but overall communication and collaboration within the company has improved greatly.



About Powell Software

Powell Software is an International Software Vendor, that drives digital transformation by offering intelligent digital workplace solutions. Through our collection of easy to use collaboration, productivity, implementation and governance products, we help customers all over the world realize their digital workplace projects from A to Z with ease.



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Now looking at ways in which the intranet can be expanded upon, Zach believes there is a lot more that can be done to further improve their new tool. With DPJ also being acquired recently by 'Wheels Up', a charter-fleet membership program offering guaranteed access to the company's owned aircraft at fixed hourly rates, there will be a lot of work that needs to be done in order to align the intranet with the new merger acquisition. For example, already being discussed is the addition of a Q&A section in the intranet for employees so that they have all relevant news and info relating to the merger acquisition.

Powell 365 offers the capabilities and the flexibility that Delta Private Jets will need in order to adapt and extend its intranet portal after the merger with Wheels Up. Thanks to the Powell Manager design tool, DPJ will be able to update the current portal and add new functionalities while being fully supported by the Powell Software team.