Scoot Increases Data Visibility by 90% with New Mission-Critical Command Center

3,000+
operational minutes saved per month

90%
increase in data visibility

60%
manual processing time saved

Scoot, the low-cost subsidiary of Singapore Airlines (SIA), operates a fleet of over 50 aircraft, flying to over 70 destinations across 18 countries and territories in Asia-Pacific, the Middle East, and Europe. When the IT team was tasked with developing a mission-critical app to streamline communications about flight disruptions, they turned to OutSystems.

Scoot delivered the new Virtual Operations Command Center (vOCC) in less than half the time compared to traditional development, and at a fraction of the anticipated cost. The new solution improves coordination when it comes to unexpected disruptions, increasing data visibility and contributing to a better experience for passengers.

Challenge Transforming manual text communications into automated workflows

In 2024, the IT team at Scoot was tasked with developing a structured application to manage communications regarding flight disruptions. Their existing solution relied on text chat messages for communication, which were manually distributed across various teams. This caused stakeholder misalignment and delays in information dissemination. This challenge critically impacted customer satisfaction and operational efficiency.

They needed to build and deploy a secure internal communications application that would connect multiple services together to coordinate notifications and streamline communication blocks.

"We were looking for a low-code solution where we could deliver this application faster with a shorter period for development, something that is cost-effective, and a platform that our developers could easily pick up," says Sim PeiYing, Manager of Technical Solutions at Scoot.

After researching different low-code platforms, Scoot chose OutSystems as the most agile, cost-effective, and developer-friendly option.
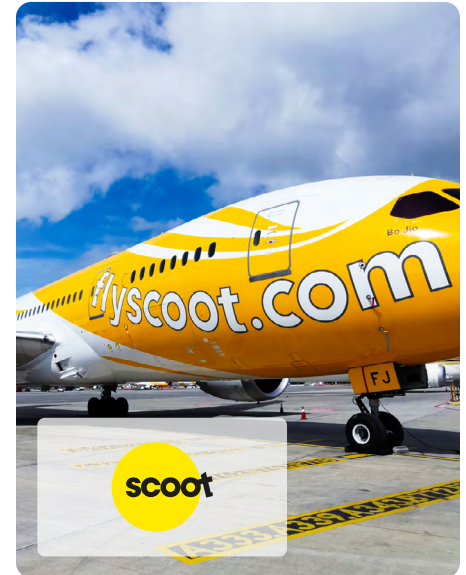
JayaBalaji MV
Vice President of IT

"Scoot is an airline that harnesses modern technology to enhance customer satisfaction while maintaining cost efficiency. vOCC exemplifies this vision by transforming our core operations control center—the 'nerve center' of our airline—through data and AI-driven insights. It optimises real-time decision-making, seamless collaboration, and disruption management, ensuring efficiency and elevating the customer experience."

Solution **Rapid response during flight disruptions**

Scoot had previously built several internal business operations applications with OutSystems, including Sky app, an application used by Cabin Crew to perform their duties onboard, and Ground Portal, for managing all operations and services.

With these successful applications in their portfolio, Scoot turned once again to OutSystems, their chosen low-code platform, to get the job done.

In just four months, the IT team at Scoot built and deployed vOCC from scratch. The vOCC is a robust communication platform that replaces the previous manual chat-based system. It connects seamlessly with Scoot's Operations Command Center to receive notifications about operational issues.

"One function in vOCC is automatic messaging during flight disruptions. Rather than manually typing out an email informing teams about the flight disruptions, the flight delay notification from the Operations Command Center syncs automatically with vOCC," says Gia Linh Tran, a Product Owner at Scoot. "A message is then sent out to the relevant stakeholders at the push of a button."

Results **Scoot soars higher with new disruption management system**

The successful deployment of the vOCC application has enabled Scoot to stand out prominently in a competitive market. By pioneering a disruption-handling mobile app in the airline industry, they have positioned themselves as a digital-first airline that serves as a dependable partner during operational challenges.

With the vOCC application completed, data visibility has increased by 90%, and previously untracked disruption metrics can now be measured to improve operational efficiency. Manual processing time has also significantly reduced. "We have been able to save 60-70% of processing time because of this application," says Linh.

With OutSystems' built-in security and compliance features, the app is also fully secure to Scoot's infosec standards. "The switch to OutSystems has allowed us to significantly reduce the development time of a critical system from an estimated eight months to approximately two-and-a-half months," says Ting Soon Ang, Principal Engineer at Scoot. "This innovative integration of technology not only enhances our operational efficiency but also highlights our commitment to addressing long-standing issues with cutting-edge solutions."

The team has ambitious plans to expand its portfolio of internal applications, and they are also excited to dive into OutSystems' integrated generative AI tools such as Mentor and Agent Workbench.

Ting Soon Ang
Principal Engineer

"We don't need to have specific developers, like Android developers or frontend developers, to build our apps. We just need OutSystems developers, which allows us to build faster with fewer resources."
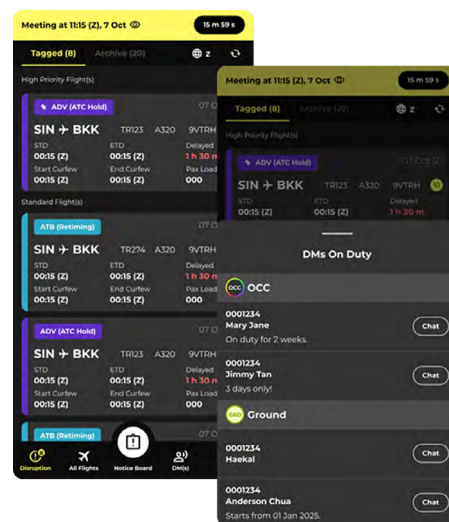
Ting Soon Ang
Principal Engineer

"We're looking forward to using OutSystems Mentor to shorten our development efforts. With Mentor, product owners can make pre-development changes before the code is passed along to the engineering team to add features, which will make production even smoother."

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