

Time	Flight	Destination	Gate	Status
20:00	A 622	Hangzhou		
20:05	CI 642	Taipei		
20:05	A 895	Singapore		
20:10	Z 7431	Medan		Est 20:00
20:15	O 304	Beijing		
20:25	J 949	ShanghaiPVG		
20:30	K 686	Singapore		
20:30	E 677	Brisbane		
20:35	R 2985	Singapore		Est 21:15
20:40	Z 3088	Hanning		
20:40	A 889	Ho Chi Minh		
20:40	O 182	Taipei		
20:45	M 668	Mumbai		
20:45	X 877	Xinmen		
20:45	G 687	Bangkok		
20:50	D 3882	Bangkok		
20:55	C 888	Guangzhou		
20:55	S 788	Sydney		
21:00	T 888	Taipei		
21:00	T 888	Taipei		
21:05	K 666	Kuala Lumpur		0:55
21:10	L 888	London		

Time	Flight	Destination	Gate	Status
21:10	P 888	Phuket		Est 21:00
21:10	S 888	ShanghaiPVG		
21:20	S 888	ShanghaiPVG		
21:25	H 888	Hangzhou		
21:30	T 888	Taipei		
21:30	S 888	Sydney		Cancelled
21:40	K 888	Kochi		
21:40	C 888	Clark		
21:40	X 888	Xinmen		
21:50	M 888	Manila		
21:50	M 888	Manila		
21:55	M 888	Manila		
21:55	K 888	Kochi		
22:00	M 888	Manila		
22:10	B 888	Bangkok		
22:15	T 888	Taipei		
22:15	T 888	Taipei		
22:20	T 888	Taipei		
22:25	T 888	Taipei		
22:25	T 888	Taipei		
22:40	T 888	Taipei		
22:45	T 888	Taipei		
22:45	T 888	Taipei		
22:45	T 888	Taipei		
22:50	T 888	Taipei		

Time	Flight	Destination	Gate	Status
22:50	B 888	Bangkok		
23:00	A 888	Amsterdam		
23:05	P 888	Paris		
23:05	I 888	Istanbul		
23:15	L 888	LondonLHR		
23:15	Z 888	Zurich		
23:25	L 888	LondonLHR		
23:30	M 888	Manich		
23:35	A 888	Athens		
23:40	C 888	Cairo		
23:40	B 888	Brisbane		
23:40	L 888	Los Angeles		
23:45	L 888	LondonLHR		
23:45	P 888	Paris		
23:45	J 888	Johannesburg		
23:50	J 888	Johannesburg		
23:55	S 888	Sydney		
23:55	L 888	LondonLHR		
00:05	F 888	Frankfurt		
00:15	A 888	Amsterdam		
00:25	F 888	Frankfurt		
00:30	F 888	Frankfurt		
00:30	F 888	Frankfurt		

CASE STUDY

DIGITIZING NIGHT SHIFT OPERATIONS FOR A LEADING MIDDLE EAST AIRLINE



CCS
technologies

www.ccs-technologies.com

ABOUT CLIENT

A major airline based in the Middle East—renowned for its engineering excellence—faced a common yet critical challenge: manual night shift handovers that relied heavily on emails and spreadsheets.

These outdated processes caused delays, made it hard to track task status, and left gaps in communication between engineers, maintenance managers, and shift supervisors.

BUSINESS CHALLENGE

In collaboration with CCS Technologies, the airline undertook a 3-month digital transformation initiative. The goal? Build a custom night shift management system using Microsoft 365 tools to streamline operations and reduce manual effort.

The outcome: a fully integrated, SharePoint-based solution embedded into Microsoft Teams and Outlook—delivered with speed and precision.

CCS SOLUTION

The digital system included:

- A centralized dashboard for task creation, tracking, and approvals
- Bulk and individual task approvals via Teams, mobile, and email
- Automated shift reports triggered at configurable cut-off times
- Role-based views for engineers, supervisors, and maintenance leads
- Mobile-friendly interfaces within existing Microsoft platforms
- Real-time notifications and audit trails to ensure accountability



BUSINESS BENEFITS

- 40% increase in task tracking efficiency
 - 50% reduction in manual coordination time
 - Error-free, paperless handovers
 - Stronger compliance with full traceability
 - Faster turnaround and improved inter-team communication
-

TECHNOLOGIES OR TOOLS USED

- SharePoint Online
 - SPFx
 - Microsoft Teams Integration
 - Logic Apps
 - Outlook Adaptive Cards
-



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