

Operational Excellence takes off at easyJet with Dynamic Sourcing & Change Management

Company Name: easyJet
Industry: Airline Company
Employees: 13,000



Mission-critical priority

easyJet's mission is to make 'low-cost travel easy'. The easyJet IT transformation journey was kickstarted with the aim of simplifying and automating its IT Infrastructure. This would streamline IT services and start shifting from Projects to a Product based organization.



How Gartner helped

- Gartner facilitated a Dynamic Sourcing approach and ensured vendors understood easyJet's transformation goals centred on **simplification, automation, and optimization**
- Gartner helped embed the new operating model via a Change Programme, improving **organizational structure and skill development**
- Gartner's expertise also guided organizational changes as easyJet shifted from a **project-based to a product-based** structure



Outcome

With support from Gartner Consulting, easyJet:

- **Maximized returns** on technology investments
- **Automated IT operations** for reliability
- **Maintained competitiveness** and collaboration in the aviation industry.

"The success of this endeavor can be attributed to the collaborative efforts of easyJet, the supplier teams, and the invaluable support and expertise provided by Gartner Consulting" – Andrew Plunkett, Group Information Technology Director, easyJet