









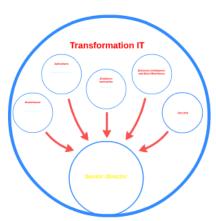






IT Sourcing

- Contracts between Air Canada and its major IT suppliers (SLA).
- Selection criteria
- Knowledge of and experience with the airline industry.
- 24/7 support for key applications and services.
- Evaluating of needs and choosing between onshore and offshore services.









Air Canada: Flying high with international technology

Simon Fisel Albert Curto Oscar García Ismael Pellicer

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- Air Canada The company
- IT Use at Air Canada
- Air Canada's innovations
- IT Outsourcing
- The IT department at Air Canada
- IT Sourcing
- Transformation IT
- Customer Solutions and Innovations
- Marketing and Custormer Experience
- IT Applications

Air Canada - The company

