

## American Airlines

American Airlines is one of the world's largest airlines with a fleet of 650 planes and 62,553 employees. American Airlines was listed at number 121 on the Fortune 500 list of companies in 2013 and is a founding member of the oneworld airline alliance.



**Industry: Transportation**

**Employees: 62,553**

**Solution Focus: Workspace Separations**

**Product: Transition Manager**

“ With Transition Manager, our organization achieved target staff reductions quickly, efficiently and with full compliance. ”

Tiffany Schildge, Manager, Talent Services

### BUSINESS CHALLENGES

American Airlines needed to reduce staff by five percent due to difficult economic times and reduced demand within the airline industry. Their team faced many hurdles, including:

- Thousands of reductions were required to meet financial targets
- Exiting processes were slow, manual and error-prone, making them inadequate for coordinating complex workflows across the company, which delayed information communication and distribution
- Reductions included both voluntary and involuntary actions involving multiple unions and work groups
- Compliance with federal and state regulations added complexity and risk

### BUSINESS SOLUTION

American Airlines selected Transition Manager from HumanConcepts because of its proven ability to manage the transactions associated with the entire Reduction In Force (RIF) process, and because the system incorporated best practices in decisions, management, compliance and communications.

#### KEY BENEFITS INCLUDED:

##### Consistency and transparency

- Ability to apply agreed business rules and processes to all RIF programs
- All historical information easily accessible

##### A single online platform

- Consistent access for all departments and locations
- Voluntary and involuntary reductions programs supported in same interface



### KEY BENEFITS INCLUDED:

#### Close teamwork with Transition Manager team

- Quick system setup and customization to company-specific business rules
- Seamless data integration with American Airlines' HRIS

#### Rapid rollout

- Tested with two workgroups to quickly demonstrate value
- Deployed company-wide within months

## BUSINESS RESULTS

Achieved targeted staff reductions quickly, efficiently and with full compliance. Accordingly, American Airlines continues to use Transition Manager to this day.

#### Successfully completed the original reduction and subsequent events

- In weeks instead of months

#### Minimized risk, adverse impact and litigation

- No legal complaints or actions after RIF
- Documented compliance at all levels

#### Established best-practice processes for continual workforce adjustments

- Used for recent rollout of new voluntary reduction program
- 1,100 employees processed in a few weeks

#### Set up a consistent, transparent process to use on ongoing basis







- Centralized management and control
- Real-time process visibility for management and stakeholders
- All forms maintained online to help mitigate legal actions

#### Significant cost savings and avoidance

- Reduced time to off-payroll by 16 days, saving millions of dollars in payroll expense
- Eliminated errors and overpayments

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### The Saba Experience:

-  24/7 customer support
-  Regular user group meetings
-  Collaborative online customer community
-  Standard or customized implementation services
-  Value-added strategic services
-  Dedicated customer success rep

Learning

Performance

Engagement

Recruiting

Workforce Planning



Every company says they want to engage, motivate and inspire their people. As we see it, the problem is not that they can't – it's that they don't have the environment that really enables their top talent to thrive. Saba creates that environment, with talent development solutions that put people and teams in the driver's seat of their own experience, while staying aligned to your business goals. And delivering deep performance insights that connect people to business success, like no one else can. [Saba. The Talent Development Company.](#)

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