



Thai Airways relies on Saba to manage its carrier-wide learning efforts from a single platform.



Industry: Retail and Transportation, Airlines

Use Case: Saba Learning

“ Saba is helping us provide the opportunity to obtain needed certifications and improve the learning process everywhere – as well as multiplying our cost savings many times over. ”

Captain Saroch Ingsa, Director of Flight Deck Crew Training Department Thai Airways

CHALLENGE

Expand eLearning offered to pilots to provide similar options for all Thai Airways employees, while more efficiently managing both physical, classroom-based and virtual learning.

BUSINESS BENEFITS

- Enables Thai Airways to provide a single platform for all types of learning and all modes of delivery – virtual or physical – to every employee within the organization
- Streamlines course notifications and registrations and offers personal views of learning progress for airline flight crews and support staff
- Effectively tracks certifications to ensure full compliance with all industry safety standards
- Provides significant efficiencies and cost savings in managing learning carrier-wide
- Conforms to industry standards for content, databases, web services, communications, connectivity and security

Thai Airways International Public Company Limited is the national carrier of the Kingdom of Thailand. It operates domestic, regional and intercontinental flights from its home base in Bangkok to key destinations within Thailand and around the world. A critical element in Thai Airways' success has been its commitment to excellence in everything it does – from on-time departures and arrivals to the superior service that it provides to passengers.

To maintain its position as one of the world's top air carriers, Thai Airways knows that high-quality personnel development is essential. This is true from the flight deck to the caterers that supply food and beverages for in-flight service. In the past, Thai Airways relied on physical training centers, offering traditional classroom-based training.



But as the airline grew, this led to numerous challenges – not enough classrooms, a shortage of qualified instructors, course schedules that weren't compatible with employee availability, and more.

In 2004, Thai Airways launched its first eLearning initiative for pilots and other flight deck crew members. The solution supported by IBM Software Services allowed crew members to stay up-to-date on the latest processes and procedures, and to obtain needed certifications through self-study anytime, anywhere.

Based on the positive response of the pilots and the benefits this first eLearning program offered the carrier as well as the pilots, Thai Airways decided to expand its eLearning opportunities to include all personnel. To ensure effective management and delivery of training companywide – as well as the efficient integration of virtual and physical learning – Thai Airways and its partner VLink chose Saba Learning, a unified learning suite that brings together curriculum management, certifications, formal and informal learning, and content management into a single platform.

“Saba Learning is the leading eLearning solution in the industry. It efficiently integrates self-paced, virtual learning with the courses we continue to offer in physical classroom settings.”

Captain Saroch Ingsa, director of flight deck crew training department, Thai Airways

SUPPORTING THE FULL RANGE OF TRAINING

Saba Learning has streamlined the logistics of Thai Airways' personnel development strategy by supporting every type of training and all modes of training delivery. The Saba Unified Learning Suite provides a platform for formal and informal learning – whether classroom-based or virtual with access via the Internet or Thai Airways' intranet. Social learning, mobile learning, curriculum management, certifications, content development, and reporting are all available a single, easy-to-learn and easy-to-use tool.

The system conforms to accepted industry standards for content – including those based on the Sharable Content Object Reference Model (SCORM), IMS Global Learning Consortium and the Aviation Industry Computer-Based Training Committee (AICC) guidelines. It also works with leading standards for databases, web services, communications, connectivity and security.

“This was a clear differentiator when we compared Saba Learning to other Learning Management Systems,” said Wuttichai Koasakul, director with VLink. “Saba Learning's broad support for standards as well as its flexibility and adaptability will help protect Thai Airways' investment for years to come.”

Thai Airways' flight deck crew and other cabin crew members are required to maintain a variety of licenses and certifications. Among these are the Multi-crew Pilot License (MPL), and other licenses and certifications for flight deck crew members and maintenance engineers that are part of the International Air Transport Association (IATA) Training and Qualification Initiative.

“When we launched our first eLearning system for pilots we saw a lot of benefits that would not only greatly enhance passenger safety and convenience, but also significantly reduce the cost of managing classrooms. Now Saba Learning is helping us provide the opportunity to obtain needed certifications and improve the learning process everywhere – as well as multiplying our cost savings many times over.”

Captain Saroch Ingsa, director of flight deck crew training department, Thai Airways

VERSATILE FOUNDATIONAL IT INFRASTRUCTURE

Thai Airways regards its corporate eLearning system as a key, highly versatile foundational IT infrastructure for its operations carrier-wide. The Saba Learning system supports more than 5,000 users across a number of training centers – tailored to the requirements of pilots, other flight crew members, IT staff, caterers and various administrative personnel – all with quite different needs.

VLink implemented Saba Learning on an IBM platform running the AIX operating system. The solution runs in a clustered environment with content, database, web services and email processes servers. This enables the Saba Learning system to efficiently handle course notifications and registration, track course completions and certifications, and provide all users with a comprehensive, personal view of their learning progress through a feature called “My Success Plan.”

At the same time, Thai Airways’ managers enjoy a faster time to compliance through virtual or classroom-based learning, and can ensure alignment of all learning with Thai Airways corporate initiatives – in addition to taking full advantage of carrier-wide efficiencies.



“Saba provides Thai Airways’ managers all the tools needed to make intelligent training decisions and effectively manage human capital across the organization.”

Wuttichai Koasakul
 Director, Virtual Link Solutions

ABOUT VLINK

VLink is a leading software provider that has worked with Thai Airways for many years. The company specializes in developing and implementing solutions for online learning, knowledge management, social business, and application integration. VLink is the leading provider of eLearning, web portal, collaboration, e-form and web-based content management solutions within Thailand and throughout Southeast Asia.

By applying the proven best practices developed with leading enterprise customers, VLink’s professional services team of experienced software architects, project managers, software engineers, developers and support team are committed to implementing solutions using innovative and scalable technologies to realize their customers’ goals.

“This helps us provide customers such as Thai Airways much more effective and cost-efficient ways of capturing knowledge, accessing needed information, sharing ideas, and defining and communicating organizational goals,” stated Koasakul. “Saba Learning provides Thai Airways’ managers all the tools needed to make intelligent training decisions and effectively manage human capital across the organization.”

Your success starts here!

The Saba Experience:

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