



PowerApps導入事例 ロンドンヒースロー空港様

Heathrow

ロンドンヒースロー空港



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ロンドンヒースロー空港のデジタル変革



デジタル変革プロジェクトの立ち上げ
「デジタルメンター」を新規で雇用し、
2017年2月よりデジタル変革に向けての推進を開始



We see IT as the enabler:
Our Communications campaign is all about people and the way
we work



We focus on benefit:
New ways of working, saving time, money - and trees!



We enable everyone:
Level playing field – spark innovation on the frontline , IT enable
the business

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ロンドンヒースロー空港のデジタル変革



We've created a digital workplace movement:
Recruited at roadshows, upskilled and supported from Feb
2017



「IT」が変革に向けてのツール:
人材と業務を軸として、「気づき」を宣伝していく



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あらゆる視点からの「利益」への集中:
新しい形の働き方、仕事をよりシンプルに、時間・お金・
紙の消費量削減



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全員に力を:
現場からのイノベーションを開花させ、
ITを活用してビジネスを強化

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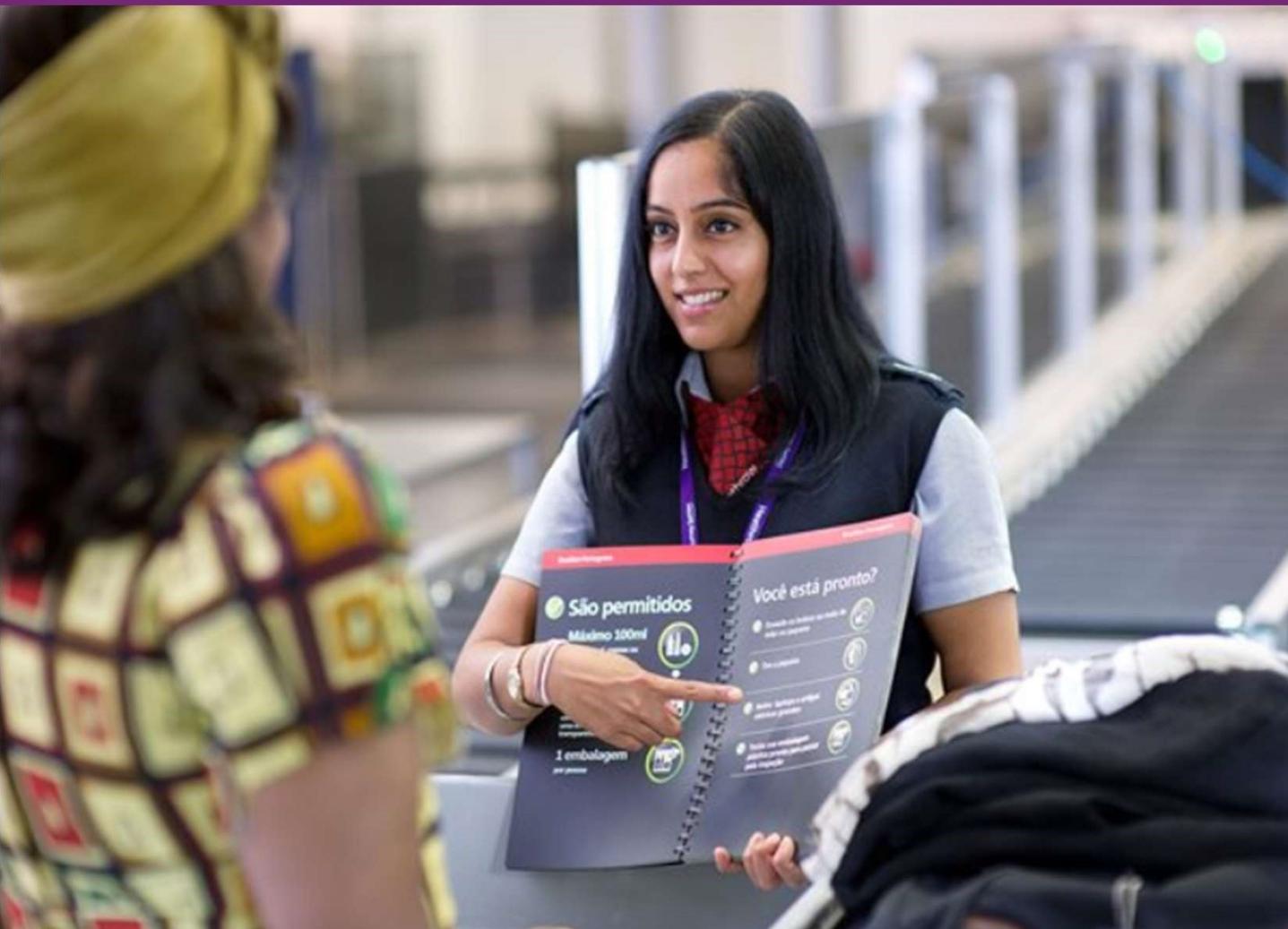
サミットさん - 空港のセキュリティ担当がIT部へ



- 2017年までの13年間空港のセキュリティ担当
- 独学でPowerApps、Microsoft Flowを勉強
 - ブログやYoutube動画を見て作成
- 現在は社内アプリ開発者としてIT部へ異動

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初めてのPowerAppsアプリ



この分厚いカタログを持ち歩いて、
英語が伝わらないお客様へ
ご案内する必要がありました

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初めてのPowerAppsアプリ



「カタログからアプリへは1週間で出来ました。
正に、このようなアプリを探していたのです」

Jason Kirkham
デリバリーマネージャー¹
セキュリティシステムチーム

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Power Apps – 業務プロセスの単純化



お手伝いが必要なお客様向けの設備の利用申請
例) 車椅子など

導入前：申請書 3 枚記入

| Special Assistance | | Heathrow | | | |
|--|---|-----------------------------|--------------|------|-----------|
| Terminal 2 Departures Audit | | Making every journey better | | | |
| Date: | Tuesday 27th January 2015 | Completed By: | Chris Salter | | |
| Flight Number: | 229 | Arrival & Flight Number: | AA Canada | | |
| Scheduled Time of Departure: | 05:00 | Actual Time of Departure: | 05:00 | | |
| Number of Agents at gate: | 1 | Expected: | 1 | | |
| Number of PMS at gate: | 1 | Actual: | 1 | | |
| Where at PMS, a gate room for the boarding | 1 | Comments: | | | |
| Time Pre-boarding commenced: | 04:45 | Time Pre-boarding ended: | 05:00 | | |
| Number of Agents at Pre-boarding: | 1 | Comments: | | | |
| Time Pre-boarding commenced: | 04:45 | Time Pre-boarding ended: | 05:00 | | |
| Where any PMS left unattended: | No | Comments: | | | |
| Comments: | Was there a Local Agent / Supervisor at the gate? Yes Was there an agent present? Yes Was the agent wearing a name badge? Yes Did the agent introduce themselves by their name? Yes Did the agent introduce themselves by their name? Yes Was the passenger being prepared for security (check bag)? Yes Was a feedback card given to the passenger? No | | | | |
| Uniform: | Very Poor | Poor | Average | Good | Excellent |
| Friendliness: | Very Poor | Poor | Average | Good | Excellent |
| Helpfulness: | Very Poor | Poor | Average | Good | Excellent |
| Comments: | Due to large volume of passengers on another Air Canada flight, the Special Assistance desk did not have time to accommodate all passengers. | | | | |

| Special Assistance | | Heathrow | | | |
|------------------------------|---|-----------------------------|--------------|------|-----------|
| Terminal 2 Host Area Audit | | Making every journey better | | | |
| Date / Time: | 14-01-2015 | Completed By: | Chris Salter | | |
| Flight Number: | 229 | Arrival & Flight Number: | AA Canada | | |
| Scheduled Time of Departure: | 05:00 | Actual Time of Departure: | 05:00 | | |
| Area: | Please list what you think the area was like: 1. How long was the queue for the wheelchair 2. How long was the longest wait 3. Can you give an update on all PMS in area. Comments: | | | | |
| Comments: | | | | | |
| Area: | Briefly describe area in good order: 1. Was the area clean? 2. Was the area clear of all obstructions? 3. Equipment stored neatly Comments: | | | | |
| Agent: | Was there a welcome host: 1. Was there a agent present: 2. Did the agent wear a name badge: 3. Did the agent call the passenger by their name: 4. Did the agent introduce themselves: 5. Did the agent introduce themselves by their name: 6. Was the passenger being prepared for security (check bag): 7. Was a feedback card given to the passenger: Comments: | | | | |
| Uniform: | Very Poor | Poor | Average | Good | Excellent |
| Friendliness: | Very Poor | Poor | Average | Good | Excellent |
| Helpfulness: | Very Poor | Poor | Average | Good | Excellent |
| Comments: | Due to large volume of passengers on another Air Canada flight, the Special Assistance desk did not have time to accommodate all passengers. | | | | |

| Special Assistance | | Heathrow | | | |
|--|--|-----------------------------|--------------|------|-----------|
| Terminal 2 Departures Audit | | Making every journey better | | | |
| Date: | Tuesday 27th January 2015 | Completed By: | Chris Salter | | |
| Flight Number: | 229 | Arrival & Flight Number: | AA Canada | | |
| Scheduled Time of Departure: | 05:00 | Actual Time of Departure: | 05:00 | | |
| Number of Agents at gate: | 1 | Expected: | 1 | | |
| Number of PMS at gate: | 1 | Actual: | 1 | | |
| Where at PMS, a gate room for the boarding | 1 | Comments: | | | |
| Time Pre-boarding commenced: | 04:45 | Time Pre-boarding ended: | 05:00 | | |
| Number of Agents at Pre-boarding: | 1 | Comments: | | | |
| Time Pre-boarding commenced: | 04:45 | Time Pre-boarding ended: | 05:00 | | |
| Where any PMS left unattended: | No | Comments: | | | |
| Comments: | Was there a Local Agent / Supervisor at the gate? Yes Was there a agent present? Yes Was the agent wearing a name badge? Yes Did the agent introduce themselves by their name? Yes Did the agent introduce themselves by their name? Yes Was the passenger being prepared for security (check bag)? Yes Was a feedback card given to the passenger? No | | | | |
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専用アプリの誕生



3つの申請書は1つのアプリへ統合



「素早く、単純で簡単」

Nicole Miersch
顧客体験チーム
パフォーマンスマネージャー

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ユーザーがユーザーを育成

各部署の育成



IT User Adoption Specialist

スーパーユーザー（業務の専門家・開発経験はない）

各部署で欲しい
アプリを作成



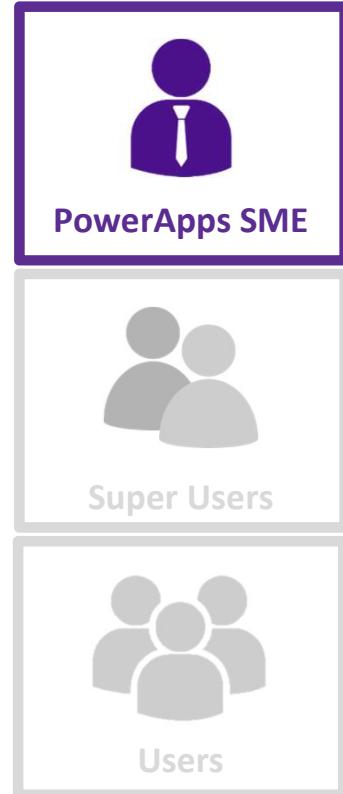
利用者

現場で利用



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各担当者の役割

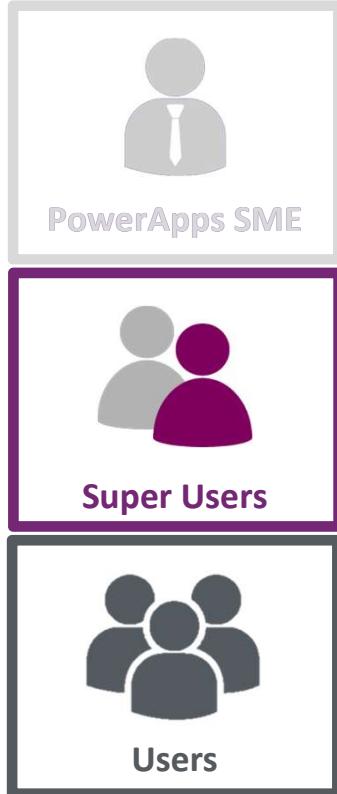


IT部門 – PowerAppsエキスパート

- PowerAppsのための環境を管理
- データ保護、情報セキュリティに関するアドバイス、管理サイクルと手法を提供
- PowerAppsの社内コミュニティの立ち上げと運営、スーパーユーザーの育成・教育

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各担当者の役割



スーパーユーザー

- 自部署内のアプリの作成と展開
- アプリの管理(古いアプリ、未使用のアプリの削除等)
- スーパーユーザー同士での定期的な情報共有

ユーザー

- アプリの利用
- アプリの改善点のフィードバック、問題点の報告

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ヒースロー空港でのアプローチ方法



- 低リスクのアプリから徐々に導入開始
例) データ保護が必要ないアプリから
- コミュニティを立ち上げ、学習した内容を共有する場を設けた

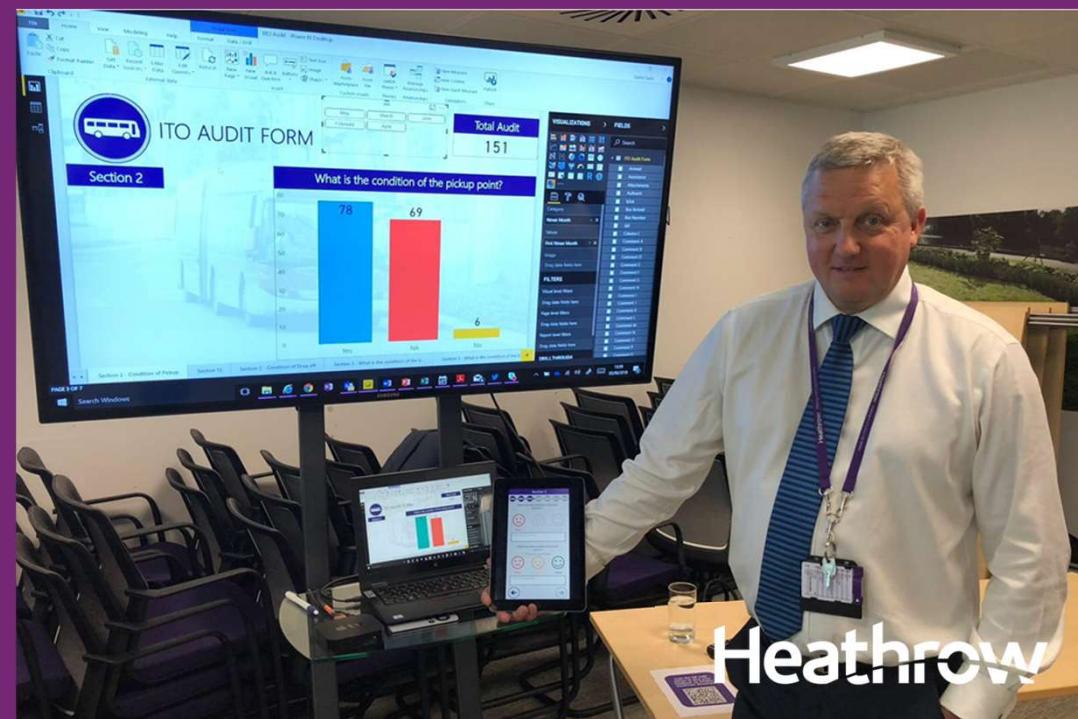
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PowerAppsスーパーユーザーの誕生



Martin Shelley
Passenger Experience Manager

「自分たちのアプリを自分たちで作れるのはすごく良い！」
「何ができるかわかるようになって、今では自分でアプリを修正して機能を追加したりして、同僚の満足度を高められるようになったよ」

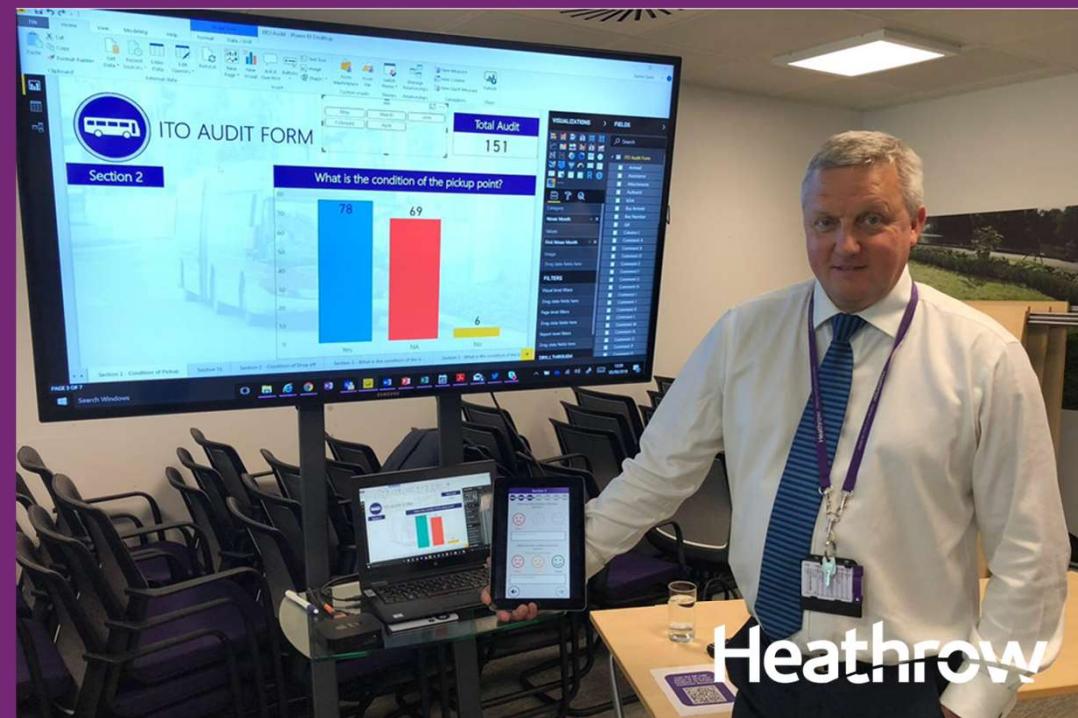


PowerAppsスーパーユーザーの誕生



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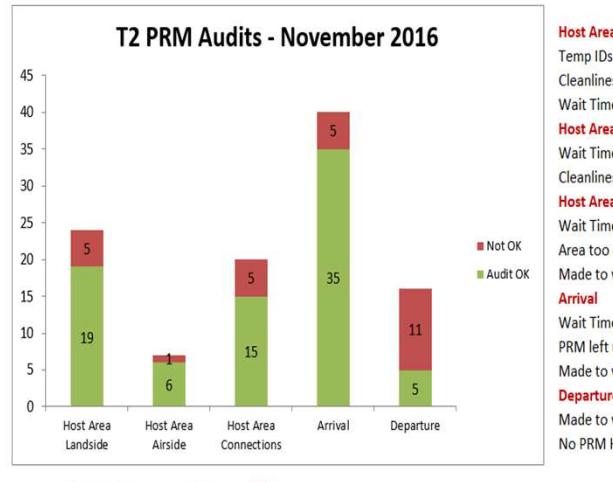


データの洞察力も強化



単なるExcelから

| | Audit OK | Not OK |
|-----------------------|----------|--------|
| Host Area Landside | 19 | 5 |
| Host Area Airside | 6 | 1 |
| Host Area Connections | 15 | 5 |
| Arrival | 35 | 5 |
| Departure | 5 | 11 |
| total | 80 | 27 |



| Host Area Landside | |
|-----------------------|---|
| Temp IDs | 1 |
| Cleanliness | 3 |
| Wait Time | 1 |
| Host Area Airside | |
| Wait Time | 1 |
| Cleanliness | 3 |
| Host Area Connections | |
| Wait Time | 1 |
| Area too cold | 3 |
| Made to walk | 1 |
| Arrival | |
| Wait Time | 3 |
| PRM left unattended | 1 |
| Made to walk | 1 |
| Departure | |
| Made to walk | 5 |
| No PRM Handover | 6 |



Power BIでの分析へ

CRS SPECIAL ASSISTANCE DASHBOARD

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The dashboard provides a comprehensive overview of special assistance services at Heathrow Airport. It includes a detailed map of the terminal with gate locations (T1, T2, T3, T4, T5), a section showing airline logos, and a summary of arrivals and departures across different host areas.

Arrivals:

- ANA
- ROYAL BRUNEL
- QATAR AIRWAYS
- ALMA AIRLINES
- BRITISH AIRWAYS
- SINGAPORE AIRLINES
- SRILANKA AIRLINES

Departures:

- ANA
- ROYAL BRUNEL
- QATAR AIRWAYS
- ALMA AIRLINES
- BRITISH AIRWAYS
- SINGAPORE AIRLINES
- SRILANKA AIRLINES

Host Areas:

- North America
- South America
- Europe
- Africa
- Oceania
- Asia Pacific

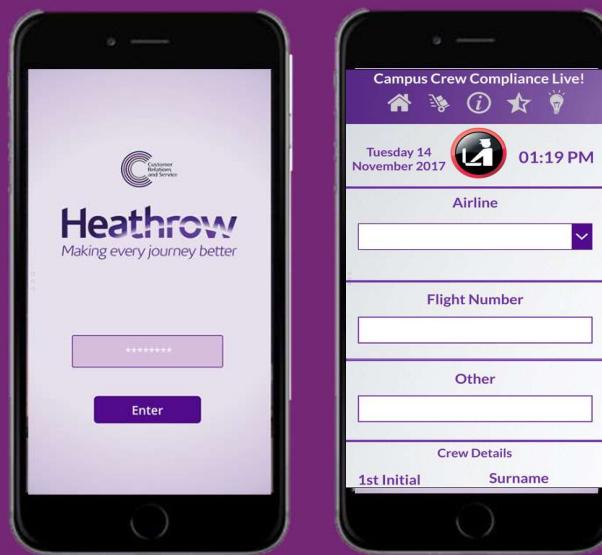
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PowerAppsスーパーユーザーの誕生



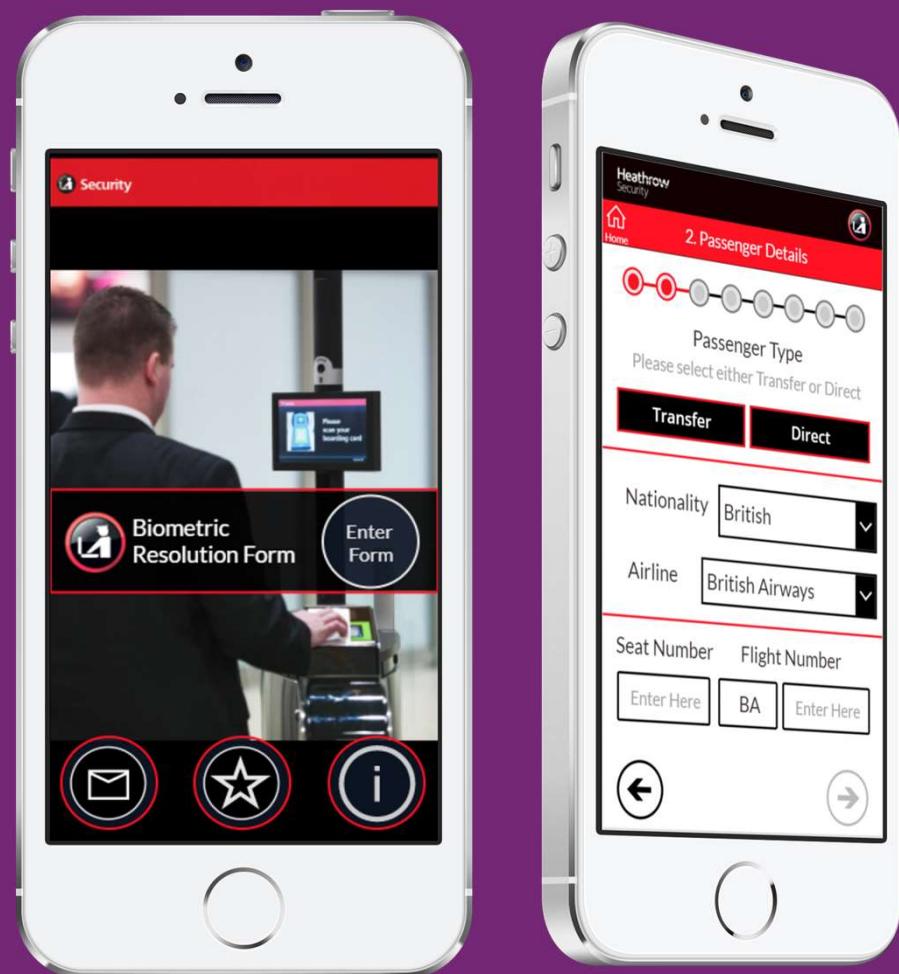
Andy Gray
セキュリティ担当

「普段の業務についてはよく理解しているので、PowerAppsのようなツールがあると、可能性は無制限になります。PowerAppsのコミュニティでアイデアを出し合って、助け合いながらアプリが作れるようになったは誇りに思っています」



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Power Apps – 内部監査をアプリで

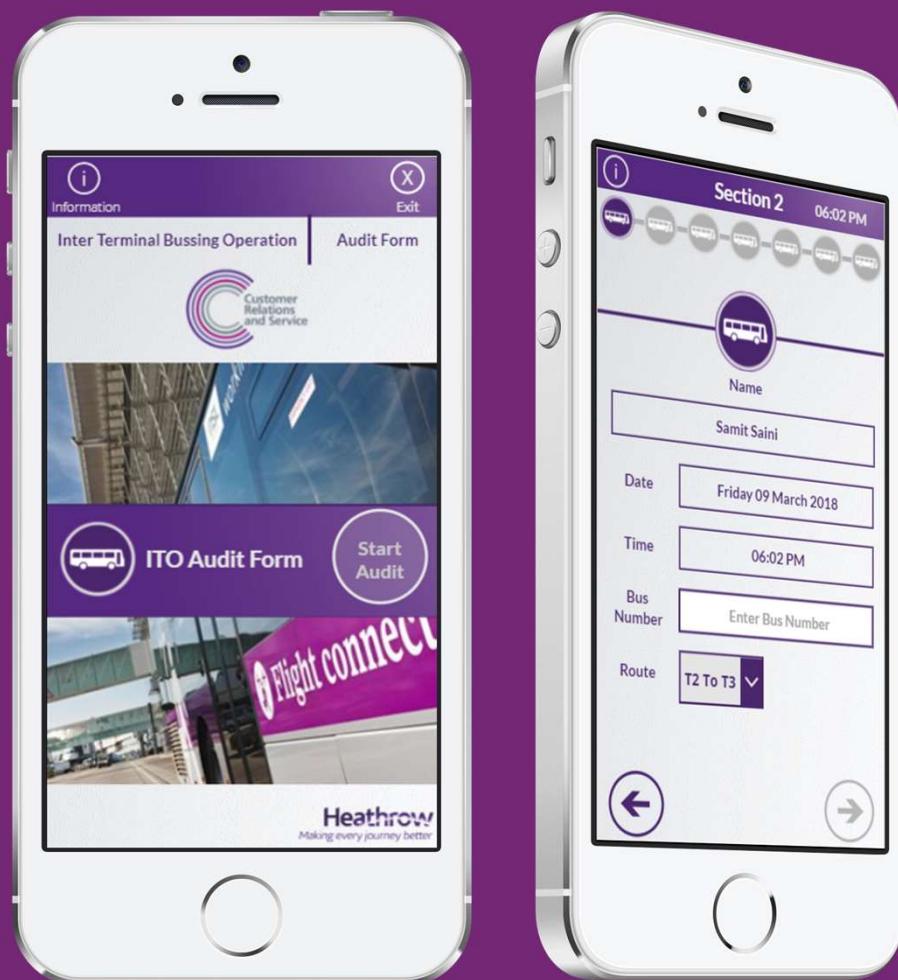


「必要な情報をものの数秒ですべて入手することができるようになりました」

Mark Hardman
顧客体験チーム
パフォーマンスマネージャー

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Power Apps - 内部監査をアプリで



2つの申請書を1つに集約

「こんなコンセプトのアプリ
はシンプルで素晴らしい」

Timothy Dalby-Quenét
顧客体験チーム
マネージャー

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コミュニティの立ち上げ

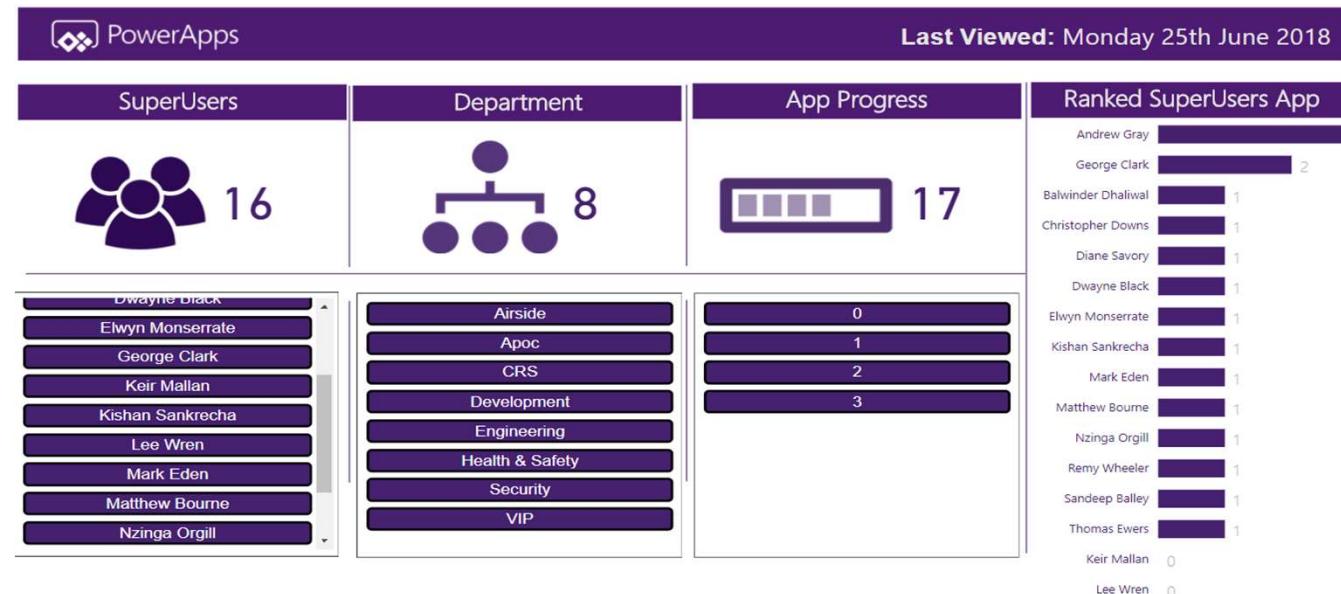


Low risks App



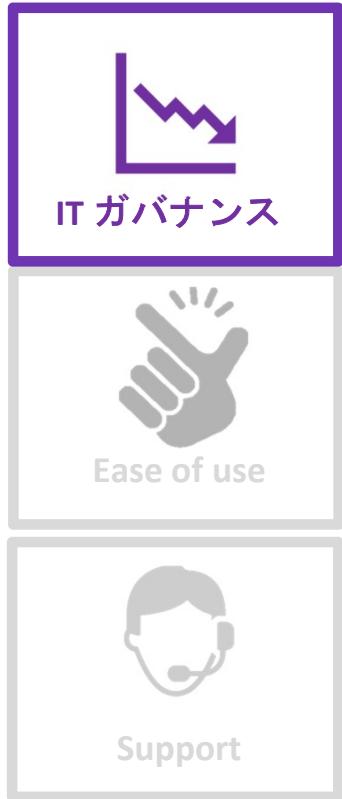
- Power BIを活用し、スーパーユーザーの特定とアプリの状況を確認

Heathrow PowerApps: SuperUsers



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課題



導入初期、従業員全員がアプリを作れることにより、管理不能にならないか心配だった

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課題



利用することによる価値と手軽さの訴求

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課題



新しいアプリ展開時の従業員向けの
トレーニング

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解決方法



- ・とにかくあらゆるものを集計し、数値化する



- ・コミュニティの立ち上げと学習した内容の共有



- ・IT側からもサポートし、課題を解決。
適宜ガバナンスのチェックを設けてスケール

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導入1年目で投資対効果が現れる



- 1,500万円の人事費削減 (\$133,000)



- 850 時間の残業時間短縮



- 25,000 枚の申請書削減



- 従来の開発費用 1アプリ700万円 (\$66,000) が内製化可能になり、5,000万円分の開発費を削減

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