

A Scalable Tech Approach to Gate Efficiency

THE OPPORTUNITY

In today’s climate of heightened competition and rising passenger volumes, efficient ground operations have never been more critical. A major U.S. airline saw an opportunity to improve gate planning and coordination, well-known key drivers of aircraft turnaround, boarding, and on-time performance. As its network grew more complex, existing tools lacked the visibility and collaboration needed across stations and network teams, often resulting in reactive day-of-operations planning.

To address this, the airline pursued an advanced gate planning and optimization solution. As priorities shifted in early 2025, the effort expanded to include a more flexible architecture and stronger alignment between Business and Technology stakeholders.

THE APPROACH

To ensure alignment across a complex stakeholder landscape, Two Roads facilitated collaboration between Business and Technology leaders, driving consensus on a clear product vision that balanced enhanced functionality with Enterprise Architectural Standards. Through focused workshops with key stakeholders, we validated the architectural design, clarified business requirements, and defined the core features and capabilities of the new tool. This collaborative process yielded a comprehensive product vision, a detailed implementation plan, and a feature-level scope for the upcoming build, along with a high-level roadmap that identifies future enhancement opportunities.

Two Roads also partnered with stakeholders to develop a strong business case, ensuring the solution was closely tied to operational goals and delivered measurable value. The new solution is projected to deliver significant value to the company, spanning both tangible cost savings and operational efficiency gains while enabling future strategic initiatives. Throughout the engagement, we closely managed stakeholder priorities to maintain alignment, keep momentum, and meet project milestones on time and within budget.

The solution has since launched at several high-traffic airports, driving meaningful gains in operational performance and efficiency. Two Roads continues to support the airline in shaping a scalable, iterative roadmap that unlocks long-term value and drives enterprise-wide improvement.

INDUSTRY

Airline

SERVICES

Digital Product Innovation
Strategy & Planning
Data & Insights

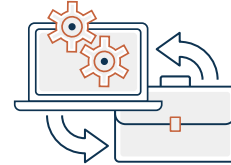


The Outcome



STRATEGIC ALIGNMENT

Unified business and technology leaders around a shared vision.



VALUE-DRIVEN PRODUCT STRATEGY

Prioritized high-value capabilities that aligned with business objectives to deliver operational value and foundational capabilities.



SUCCESSFUL PRODUCT LAUNCH

Guided cross-functional teams to a successful product launch at 100% of planned stations.