

CASE STUDY

# ONGOING PERFORMANCE, AUTOMATION AND OPTIMISATION EXCELLENCE DELIVERED TO EASYJET



# EASYJET - ONGOING PERFORMANCE, AUTOMATION AND OPTIMISATION EXCELLENCE DELIVERED TO easyJet

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**Client:** easyJet

**Service:** Performance Audit & Testing



## ABOUT easyJet

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easyJet is a low-cost airline that was established in 1995. Headquartered at London Luton Airport, the airline operates both domestically in the UK and internationally across Europe, flying to more than 180 destinations.

Supporting easyJet's operations is a complex technology estate that is constantly being improved, optimised and streamlined to ensure both the happiness of its travellers and return on investment.

Capacitas – the cloud cost optimisation specialist – supports the airline in achieving this mission and has been working easyJet since 2004.

## ALL ABOUT PERFORMANCE – SUPPORTING GROWTH

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The relationship began when easyJet sought help to ensure that its growth trajectory would be supported by its infrastructure. At the time, 80 million passengers a year were travelling with EasyJet on its fleet of 270 aircraft to 31 countries. With those numbers only expected to climb, Capacitas was engaged to prepare the airline's major systems.

Following the success of this project – as well as delivering ongoing support as easyJet's performance testing partner across most of its commercial estate – the Capacitas team were asked to help in other areas. With more than 150 critical systems, easyJet continuously looks at ways to boost performance, streamline efficiency and manage costs.

*"The Capacitas teams knows our business and our infrastructure, in terms of our challenges, our mission and what we are trying to achieve. More than that, they have such excellent historical knowledge thanks to the length of the relationship that they know how everything fits together. This is especially true of Prasham Garg, Capacitas' director of service delivery, who is a key member of my leadership team, who not only gives me strategic advice, but he gets things done. He provides an expert, objective voice and he is able to challenge me, which is hugely positive," explained Simon Prior, Head of QE, easyJet*



## THE FIRST STEP TOWARDS TESTING AUTOMATION

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As a growing business EasyJet is cost conscious – especially when it comes to its technology estate. Having its systems functioning optimally and efficiently is a major priority. With that in mind, the quality engineering (QE) team began a drive to reduce the reliance on manual testing and look to increase automation options amongst its IT suppliers. There was, however, a lack of within their offshore IT suppliers which posed a challenge. As a result, easyJet turned to trusted partner Capacitas who was already assisting with the testing function across the business – including the airline’s large commercial transformation project where Callum Nicolson from Capacitas is program test manager.

One of the first automation programs involved automating the testing of the newly-created self-service portal – called SSDM – designed to help the airline’s customers manage their flights as a result of disruption, such as rebooking or obtaining refunds. The reason for automating SSDM functional testing was to improve security, accuracy, efficiency, and boost confidence in the application’s functionality with each release.

*“Not only did the Capacitas team have the know-how and expertise around automating our testing processes, but they also know our business and the QE function inside out. This was once again demonstrated as the automation project was deployed and our SSDM portal was successfully launched,” said Prior.*

As a first step, Capacitas developed a proof of concept based on the existing functional requirements of manual testing and working with the manual testing team to replicate an assurance process across the automated user journeys. The requirements were then translated into automated test scripts ensuring that all critical scenarios and edge cases were included.

The Capacitas team also embedded automation best practices from the start to ensure the framework they built to support the testing was fit for purpose. One of these practices, using plainly named, modular functions, meant that for someone new to the framework there was immediate clarity on the functionality and stakeholders would not require any coding or automation experience to follow what the journey is trying to achieve.

There was a huge increase in confidence levels across the project lifecycle as Capacitas and easyJet moved from manual testing to automation. Each automated test run became testament to the system’s reliability. The consistency of automated testing, combined with its ability to run tests 24/7, eliminated the risk of human error and ensured that every test case was executed rigorously. This newfound confidence in the testing process had a positive effect on the project’s deployment into production.

## THE RESULTS

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- Successful automation of 80% test scenarios based on customer behaviour
- Annual cost savings of 2 FTEs
- Transformation of testing efficiency – reduced from four person-days to 10 minutes
- Reduction of QE sign-off time from 24 days to 15 minutes
- Building a launchpad for continuous improvement

This project even garnered Capacitas and easyJet a joint award at the 2023 European Software Testing Awards for Best Test Automation Project – Non-functional.

Capacitas is now helping easyJet with a further five automation projects to further help streamline the testing and QE process for a variety of the airline's systems.

## AN OPTIMISED MOVE TO CLOUD

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Cloud migration has been a focus of the airline for the last few years. The move away from its datacentres and into the cloud was spurred by the need for improved security, lower costs, and better performance. This is a long-term project that sees easyJet moving its more than 150 systems into the cloud. The airline is collaborating with a partner to manage the overall migration, but again, called on the expertise at Capacitas to assist with its key reservation system migration.

Capacitas is helping commercial system teams with optimisation, including the reservation system within easyJet. The approach looks beyond cost savings and creates a long-term approach to optimisation by understanding the drivers of the cloud spend, identifying where immediate savings can be made, and embedding cost-conscious behaviours throughout the organisation.

Prasham and his team are proactively helping the airline's commercial system team to save money, working them during the migration. As a result, the cost savings are built into the solution with Capacitas advising exactly what infrastructure is needed, then validating it before moving to the cloud. Once migrated, the Capacitas team is also helping to fine tune and optimise the solution ensuring each system is up and running in the cloud and it is doing so cost-effectively, with the expected performance.

The result- with Capacitas' help, easyJet saved 30% moving their reservation system to the cloud

*“Working with Capacitas has been an absolute game-changer for easyJet’s cloud migration journey. Their deep expertise in cloud cost optimisation has not only ensured a seamless transition but also delivered immediate and significant savings with more expected soon. Prasham Garg and his team provided invaluable guidance at every step, from validating infrastructure needs to embedding a cost-conscious culture across our organisation. Capacitas has helped us optimise performance and cost-effectiveness, making them an essential partner in our ongoing cloud strategy,” explained Nick Samuels, Head of Technology – Digital Platforms at EasyJet*

## INTO THE FUTURE

easyJet is in the process of creating a centre of excellence – a strategic initiative to redefine, reimagine and rebrand QE. Capacitas is one of two partners that easyJet is working with on a strategy to ensure a collaborative, joined up view of what quality looks like. This will cover everything from testing environments and automation to performance and cloud optimisation.

Our work with easyJet has transformed testing processes, delivering scalable, cost-effective solutions with real impact. We’ve helped automate testing, boost efficiency, and cut costs by up to 30% through cloud migration.

### **Ready to optimise your cloud journey?**

Contact us to learn how we can help you achieve similar results. [Book a Meeting](#)

*“This is an exciting project for us, and I am delighted that the Capacitas team is onboard. For me, it is definitely about the relationship; their knowledge of our business, their ongoing help in onboarding our new team members and partners, their approach to finding solutions and the fact those solutions are what is best for easyJet really sets them apart. I know I can rely on them to give excellent advice and deliver exactly what we need,” concluded Prior.*



# CAPACITAS

THE TECHNOLOGY EDGE

[www.capacitas.co.uk](http://www.capacitas.co.uk)  
[sales@capacitas.co.uk](mailto:sales@capacitas.co.uk)

Second Floor  
8-10 Hatton Garden  
London  
EC1N 8AH

