



Customer Feedback

1. Customer Feedback (selection)

Thibaut Ruy

Head Settlement with Orders Program
IATA

"Having Gianna as a consultant, working closely with us two years on our Settlement with Orders program was key. She helped us shape our strategy; gathering industry requirements, and then lead this very important transformational project. She brought deep industry knowledge and insights. Being well known and recognized throughout the industry, she also facilitated much of the interactions with airlines and providers, especially with senior level executives."

Kevin Brady

Head Finance Services
Qantas

"We engaged with Gianna to support our Revenue Accounting discovery process. Her guidance, based on her deep knowledge of the intricacies of Airline Accounting systems and processes was invaluable in steering us towards an ultimate decision. I have met few people in the Airline industry with her depth and breadth of experience, gained not just through consulting but also from working directly in the industry. Her skills reached far beyond the technical advice and encompassed insights to process change and future proofing our options as we journeyed through our discovery.

Gianna has a natural curiosity combined with a sharp intellect and driven nature that challenged and questioned us in a very constructive way. She did an outstanding job in guiding us to an optimal solution using a mix of push/pull techniques and went far beyond what was expected of her. She worked tirelessly and diligently with me and my teams to ensure no stone was left uncovered and showed patience when it was needed to educate in areas we needed support in. She became an integral part of our team and working with her was both a pleasure and a revelation. Her easy going nature was combined with an inexhaustible energy and appetite to deliver high quality work on time in a collaborative and proactive way.

Gianna certainly made a difference"

Györgyi Szantner

Head of Finance Services
British Airways

"Gianna was asked to help BA define its Passenger Revenue Accounting (PRA) processes as a critical step towards implementing a replacement PRA system because of her comprehensive knowledge of airline Revenue Accounting and her analysis skills. She rapidly established herself in the department and began a series of conversations with key individuals, triggering thought processes around how things were done versus how they needed to be done in the future. She documented the outcome in a comprehensive "PRA Master Document". She then started to assess how each process would be affected by the implementation of the new system, enabling the implementation manager to prioritise the critical areas and build a comprehensive plan. It was most beneficial in smoothing the path of a complicated cutover.

Throughout her engagement, Gianna was professional in her approach, combining friendliness, readiness to challenge what she was told, and the experience to ensure that she documented the actual processes. Where matters were unclear, she drew on her extensive domain knowledge to suggest ways forward. Her commitment to the project

was beyond question, and she ensured happy cooperation from all parties by her well-stocked suitcase of Swiss chocolate.”

Agostino Marcon

Director Products

IATA Finance and Distribution Services

„Gianna has been a key driver for the success of the IATA SIS project, which was extremely complex under many dimensions.

In particular, the in-depth knowledge of the airlines and the industry was essential, as well as the technology savior, the stakeholders management and the ability to mobilize the entire aviation community on a global scale. Today SIS is a standard for airlines, IATA members and not, and for an growing number of partners and suppliers, which in itself is a testament of Gianna’s contribution to our industry.

Gianna’s style is frank, direct, no non-sense and very much ‘driven’. This is exactly the profile of the person that I would trust to drive an ambitious project expected to be delivered on time, on budget and at the highest standard of quality.”

Michael Uebber

Director Global Financial Clearing, Closing and Group Functions

Deutsche Lufthansa AG, Shared Services International

„Gianna has excellent project management skills. With her detailed aviation business knowledge, her ability to use the helicopter perspective as well as her personality she leads project teams to a very high level of efficiency and success.

Her sometimes demanding and emotional, but always friendly attitude drives the team and with her high reliability and performance she is a guarantor for achieving the project goals on time.”

Dr. Markus Schlobohm

Head of Process Management Revenue Accounting

Lufthansa Global Business Services

„Working with Gianna follows the triangle of challenge, expertise and fun. She is challenging the team, questioning the results and delivering high quality, based on her profound expertise in processes, but also in methods and management skills. Combined with her open personality and congenialness working with her is also fun. I am very grateful for this experience!”

Pam Craig

Director of Strategy and Marketing

ATPCO

„It was a pleasure having Gianna at ATPCO! She worked with us between November 2012 and May 2013 to lead a revenue accounting market analysis exercise, deliver a strategy plan, and ensure that she transferred her knowledge of revenue accounting to ATPCO staff - a job well done! We were very happy with the result, which met all the deliverables set out in the project charter. Gianna used a methodical and structured process, while involving the ATPCO team throughout and ensuring the buy-in of senior management from start to finish. Gianna always brought her passion for the revenue accounting industry to bear in all of our discussions.

The team working with Gianna noted that she clearly explained the approach, to make certain that each section of the business case and strategy plan could be repeated in-house in future years. She ran the project with strong planning and project management principles, which meant that the deliverables and expectations for herself, and for the team members, were clearly defined; every day the team knew exactly which actions would bring a successful outcome.

Thanks to Gianna’s effective leadership, we all left this project with a strong sense of working as a team to achieve a well-defined strategy plan that will shape our future.”

C.Altuğ Meydanlı

Vice President Revenue Accounting

Turkish Airlines

„It was really a pleasure to work with Gianna in the Star Alliance RAA and the Steering Group of Star RAA. She did an excellent job in heading the group efficiently and motivated with her solution oriented and proactive approach. Her dedication, capability of finding new/alternate solutions and handling different cultures as well as her in-depth industry knowledge contributed a lot for the success of Star RAA. I would like to highlight her strong work ethics and joyful character that I personally witnessed.”

Merrick Adelstein

CEO – Chief Executive Officer

MyAir

„Her proactive approach to identifying problem areas and proposing innovative solutions helped us improve our business considerably. To accomplish this, Gianna needed to draw on her in-depth sector and business knowledge as well as her understanding of business processes.

She demonstrates focus and an ability to identify areas / processes lacking structure. She is then able to communicate these issues to management together with realistic proposals for implementing improvements.”

Simonetta Fanchin

Head of Controlling

MyAir

„The controlling department significantly increased their analytical skills as well as their business planning and budgeting skills as a result of working with Gianna.”

Lucio Graziani

CIO – Chief Information Officer

MyAir and MyWay

„The methodology used in the vendor selection significantly increased the knowledge and capability of the business and IT team members.”

Various:

„Gianna is that rare combination of expertise in project management, business protocol, and infinite knowledge of the airline revenue accounting environments. This provides her the unique profile for getting complicated projects delivered on time, educating all team members about the demands of airline revenue accounting, and delivering excellent, clear and understandable documentation. Along with these critical capabilities she exudes a charm making projects fun and a sense of humor that prevents long discussions from getting too dry. Having worked with Gianna on a large project, I now compare all subsequent projects to that high standard.”

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She demonstrates focus and an ability to identify areas / processes lacking structure. She is then able to communicate these issues to management together with realistic proposals for implementing improvements.”

“Dedication and commitment far above what is normally expected in a consulting relationship and the ability to impart enthusiasm / “buy-in” to/from client personnel.”

„Gianna has a keen understanding of the (financial) management role and function within an airline. It was clear that she has a comprehensive experience in the sector.”