



# Ranger4 Online Airline Simulation

ranger**4**

# What is it



**Online digital business simulation designed for high performing teams who need to evaluate new Ways of**

**Working such as**

AGILE

DevOps

Business Agility



**An introduction to**

Value Stream Mapping  
Innovation Management

# Who is it for?

C-level

Management

Technical leads

Finance, Sales, Marketing, Technology, Governance & Compliance

Anyone who you need to buy-in to new Ways of Working.

# Why does it work so well?

About an airline

Competitive

Realistic

Educational

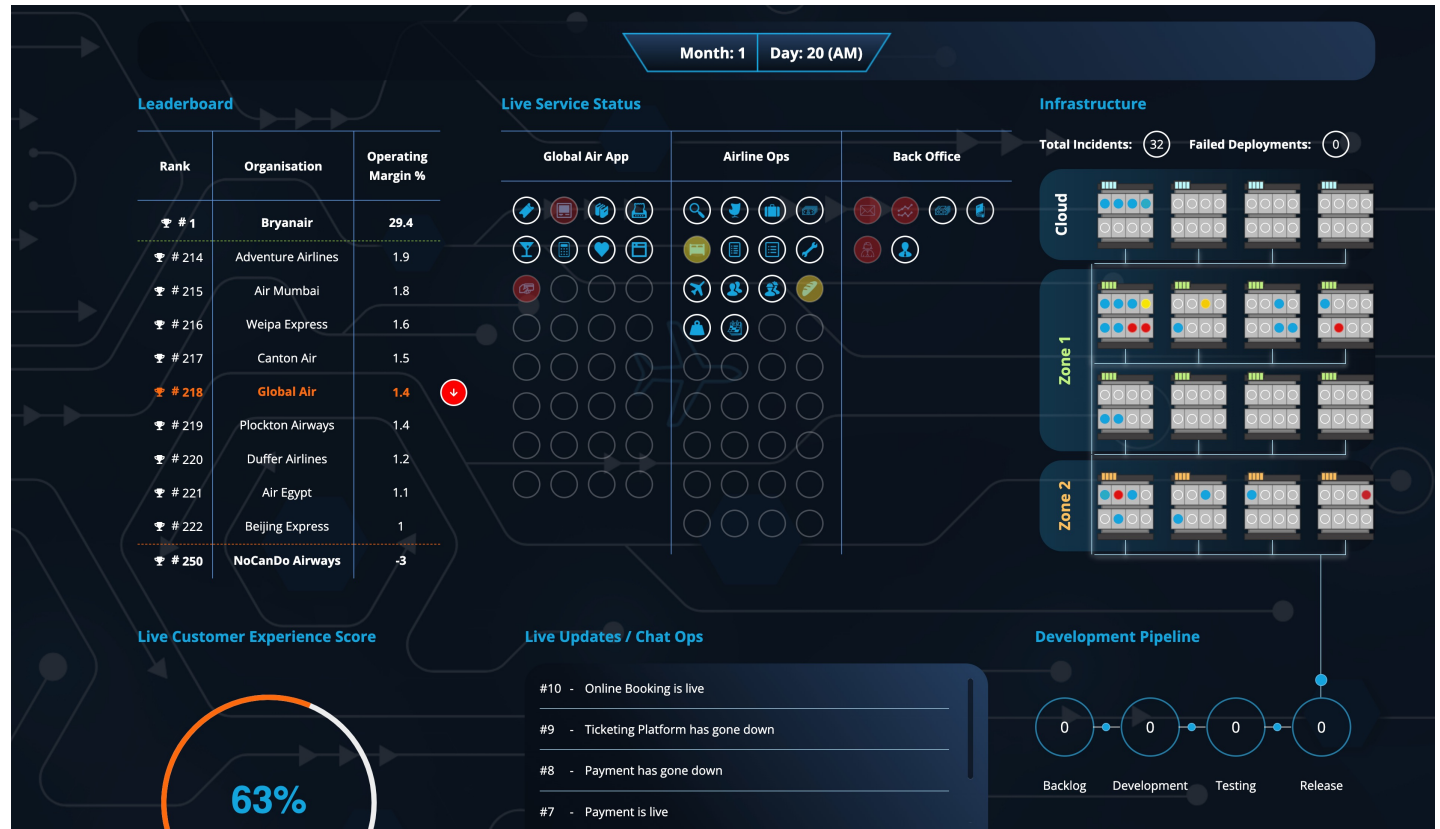
Facilitated

Fun

What do you need to play?

A desktop or a laptop with a browser connected to the internet

Where do we start?

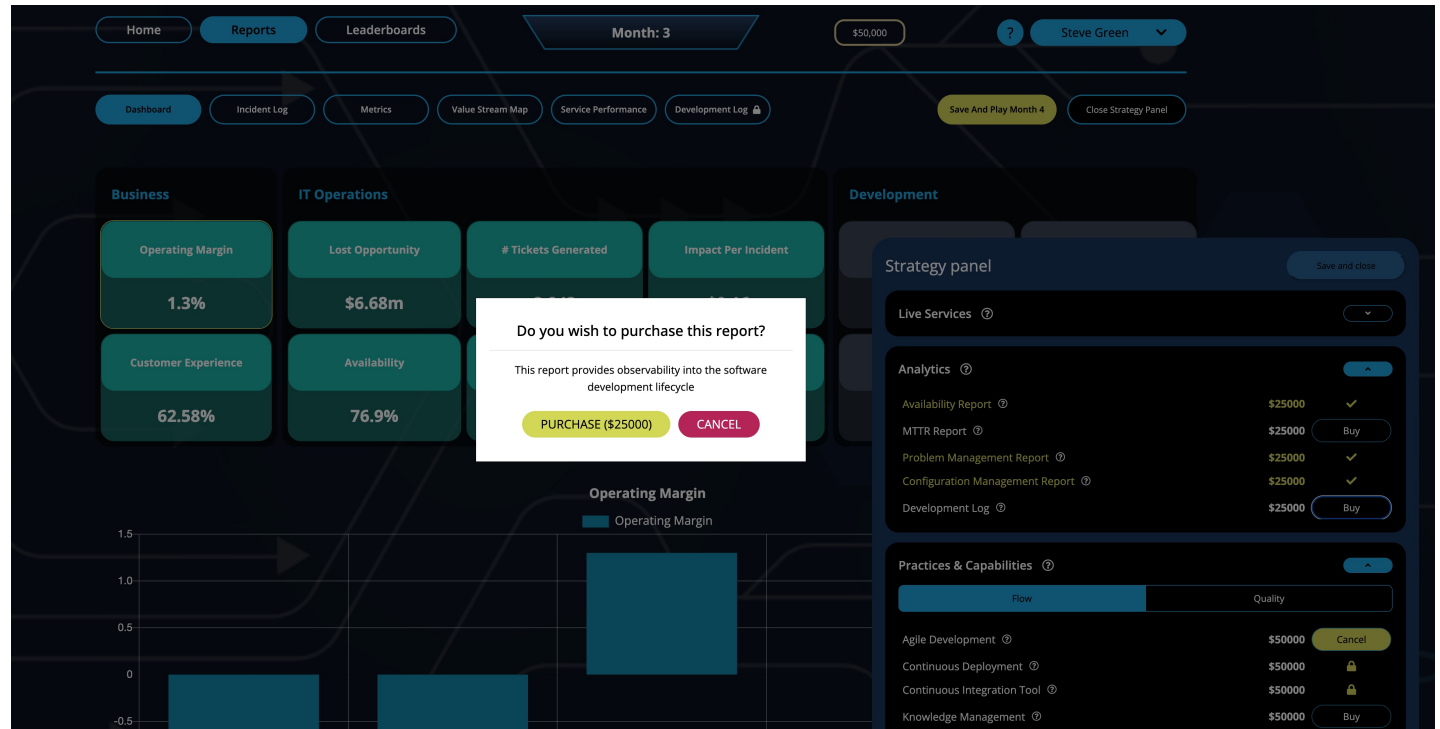


Some of the detail

The screenshot shows a dashboard with a dark theme. At the top, there are navigation tabs: Home, Reports, Leaderboards, Month: 1, \$100000, a help icon, and a user profile for Steve Green. Below these are more navigation options: Dashboard, Incident Log, Metrics, Value Stream Map, Service Performance (highlighted), and Development Log. On the right side, there are buttons for 'Save And Play Month 2' and 'Open Strategy Panel'. A search bar is located above the table. The table itself has columns for Service Name, Max Rev / Day, Availability Report, Customer Experience, MTTR, Problem Management Report, and Configuration. The data rows list various services such as Online Booking, Payment, Ticketing Platform, etc., with their respective revenue and customer experience percentages.

Service Name	Max Rev / Day	Availability Report	Customer Experience	MTTR	Problem Management Report (incidents by cause)	Configuration
Online Booking	\$180,000		5%			
Payment	\$167,200		5%			
Ticketing Platform	\$152,100		4%			
Reservations	\$133,000		4%			
Check In	\$129,200		5%			
Fares and Pricing	\$89,600		4%			
Group Booking	\$67,500		3%			
In Flight Retail	\$55,000		3%			
Loyalty Platform	\$46,000		2%			
Revenue Management	\$44,000		2%			
Third Party Ticketing	\$40,000		1%			
Seating Management	\$36,000		3%			
Baggage Reconciliation System	\$32,000		5%			
Compensation Management	\$30,000		1%			
Waitlist Management	\$24,000		1%			
Schedule Management	\$21,000		5%			
Re-Accommodation	\$20,400		1%			
Maintenance Management	\$15,600		1%			

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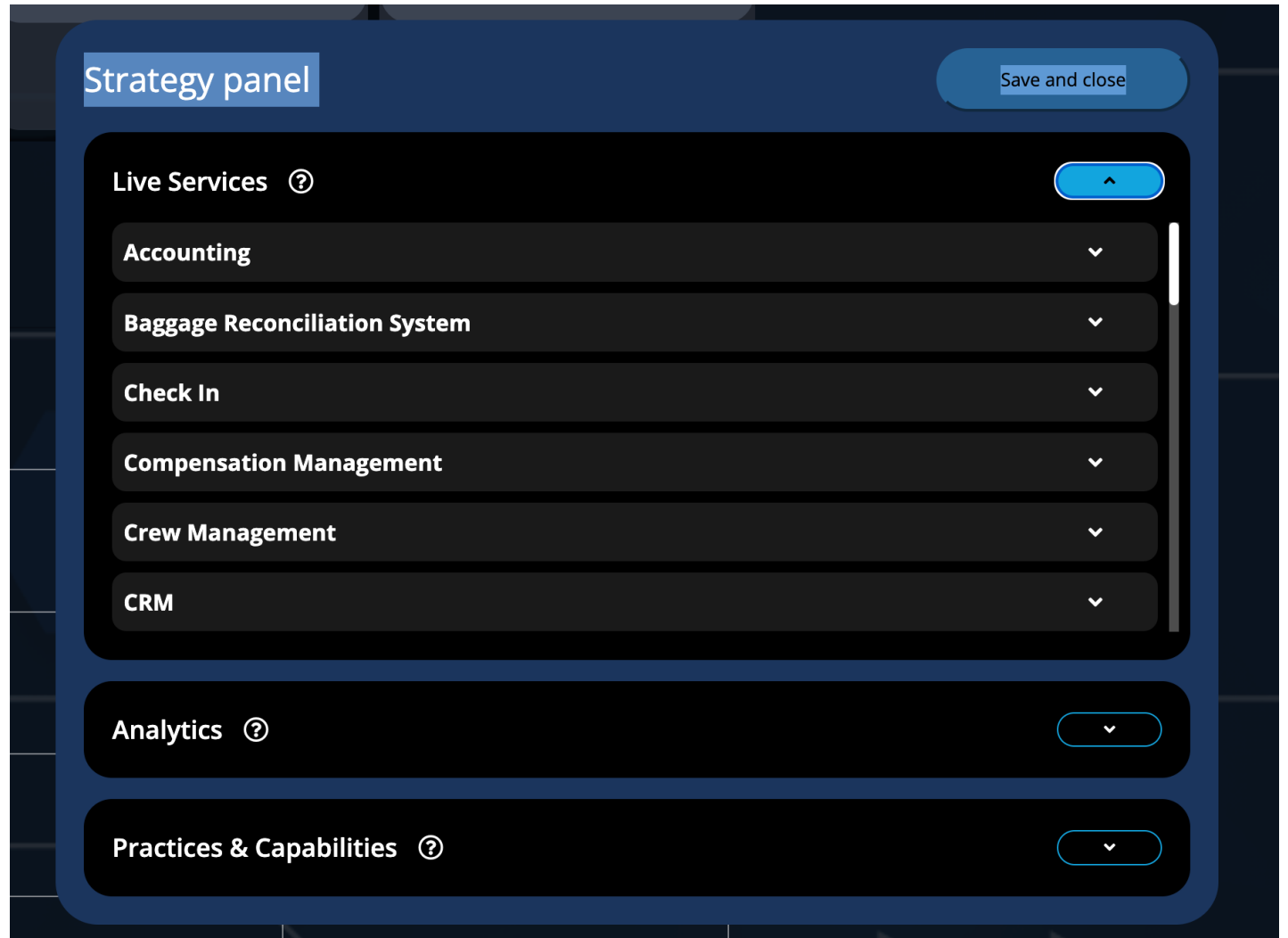


Some of the detail

The screenshot displays a dashboard interface for Ranger4. At the top, there are navigation tabs: Home, Reports, Leaderboards, and Month: 1. A search bar contains the value \$25000, and a user profile for Steve Green is visible. Below the navigation, there are more tabs: Dashboard, Incident Log, Metrics, Value Stream Map, Service Performance (highlighted), and Development Log. A 'Save And Play Month 2' button and an 'Open Strategy Panel' button are also present. The main content area features a table with the following columns: Service Name, Max Rev / Day, Availability Report (Actual Rev / Day, Availability), Customer Experience, MTR, Problem Management Report (Incidents by cause) (Incident Categorisation / Count, Remediation / Action), and Configuration. The table lists various services such as Online Booking, Payment, Ticketing Platform, Reservations, Check In, Fares and Pricing, Group Booking, In Flight Retail, Loyalty Platform, and Revenue Management, along with their respective revenue, availability, and customer experience metrics.

Service Name	Max Rev / Day	Availability Report		Customer Experience	MTR	Problem Management Report (Incidents by cause)		Configuration
		Actual Rev / Day	Availability			Incident Categorisation / Count	Remediation / Action	
Online Booking	\$180,000	\$38,088	35.0%	5%		Software - 3 Hardware - 0 Dependency - 0	App Upgrade	
Payment	\$167,200	\$71,733	58.3%	5%		Software - 2 Hardware - 0 Dependency - 0	App Upgrade	
Ticketing Platform	\$152,100	\$120,930	81.7%	4%		Software - 0 Hardware - 2 Dependency - 0	Failover	
Reservations	\$133,000	\$88,704	81.7%	4%		Software - 0 Hardware - 0 Dependency - 2	Check Config	
Check In	\$129,200	\$89,722	80.0%	5%		Software - 0 Hardware - 0 Dependency - 2	Check Config	
Fares and Pricing	\$89,600	\$89,600	100.0%	4%		Software - 0 Hardware - 0 Dependency - 0		
Group Booking	\$67,500	\$67,500	100.0%	3%		Software - 0 Hardware - 0 Dependency - 0		
In Flight Retail	\$55,000	\$35,641	75.0%	3%		Software - 1 Hardware - 1 Dependency - 0	App Upgrade Failover	
Loyalty Platform	\$46,000	\$41,515	88.3%	2%		Software - 0 Hardware - 1 Dependency - 0	Failover	
Revenue Management	\$44,000	\$29,586	76.7%	2%		Software - 2 Hardware - 0 Dependency - 0	App Upgrade	

Some of the  
detail



Some of the detail

The screenshot shows a 'Strategy panel' with a 'Save and close' button in the top right. The main content is under the 'Live Services' section, which is expanded to show 'Accounting' details. The 'Accounting' section includes a 'Priority' dropdown set to 'Low', and three items: 'Software Upgrade' (cost \$50000), 'Failover' (cost \$50000), and 'Microservice' (cost \$50000), each with a 'Buy' button. Below this is a collapsed 'Baggage Reconciliation System' section, and at the bottom is an 'Analytics' section.

Item	Cost	Action
Software Upgrade	\$50000	Buy
Failover	\$50000	Buy
Microservice	\$50000	Buy

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Software - 3  
Hardware - 0  
Dependency - 0

App Upgrade

### Strategy panel

Save and close

#### Live Services ?

Priority: Low, Medium, **High**

Software Upgrade ?	\$50000	Buy
Failover ?	\$50000	Buy
Microservice ?	\$50000	Buy

Payment

Payroll

Analytics ?

Practices & Capabilities ?

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Strategy panel Save and close

**Live Services** ⓘ ^

Priority		High	▼
Software Upgrade ⓘ	\$50000	Cancel	
Failover ⓘ	\$50000	Buy	
Microservice ⓘ	\$50000	Buy	

**Payment** ▼

**Payroll** ▼

**Analytics** ⓘ ^

Availability Report ⓘ	\$25000	✓	
MTTR Report ⓘ	\$25000	Buy	
Problem Management Report ⓘ	\$25000	✓	
Configuration Management Report ⓘ	\$25000	Buy	
Development Log ⓘ	\$25000	Buy	

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detail

Strategy Feedback

Strategies last month 1

Month	New Service / Strategy	Cost	Benefit	Comment
2	Online Booking - Software Upgrade	\$50000	This is the #1 ranked service in terms of \$ losses (\$140,000 per month). It also contributes 5% to CX score	Congratulations, you have selected the optimum strategy for this service

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Business Insights Leaderboard position 219

### Stakeholder Feedback

- CEO**  
"By the end of Q2 Global Air should be inside the top 180 performing airlines. Requires an Operating Margin of 6%"
- Chief Financial Officer**  
"Our new aim for Lost Opportunity is less than \$3.5M per month"
- Chief Marketing Officer**  
"We need our critical services to be performing at >95% to match our competitors"
- Head of Software Development**  
"Dev Team standing by to build great new features and functions from month 5"
- Customers**  
"Customers demanding faster resolution of tickets, especially frustrated by repeat incidents"
- TECH OPS**  
"Service Desk reporting limited ability to deal with repeat incidents (38% of incidents). Tech teams struggling to quickly resolve incidents with interconnected code (dependencies)"

### Product backlog (starting development next month)

Name	Estimated benefit	Estimated CX benefit	Risk

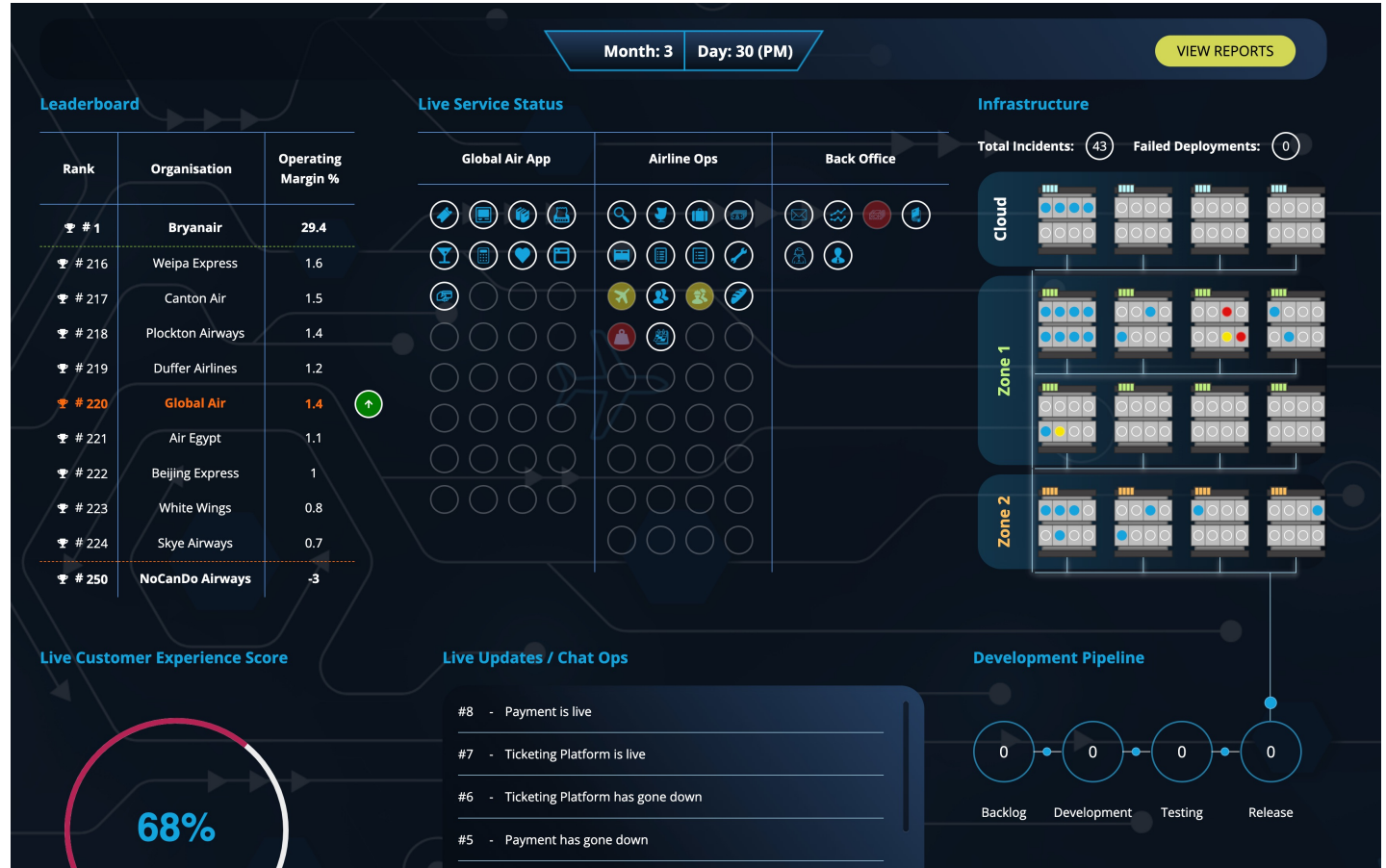
### Competitor Analysis

- # 1 - SBS claiming to have realised gains by improving Critical System Availability to >90%

### Market Analysis

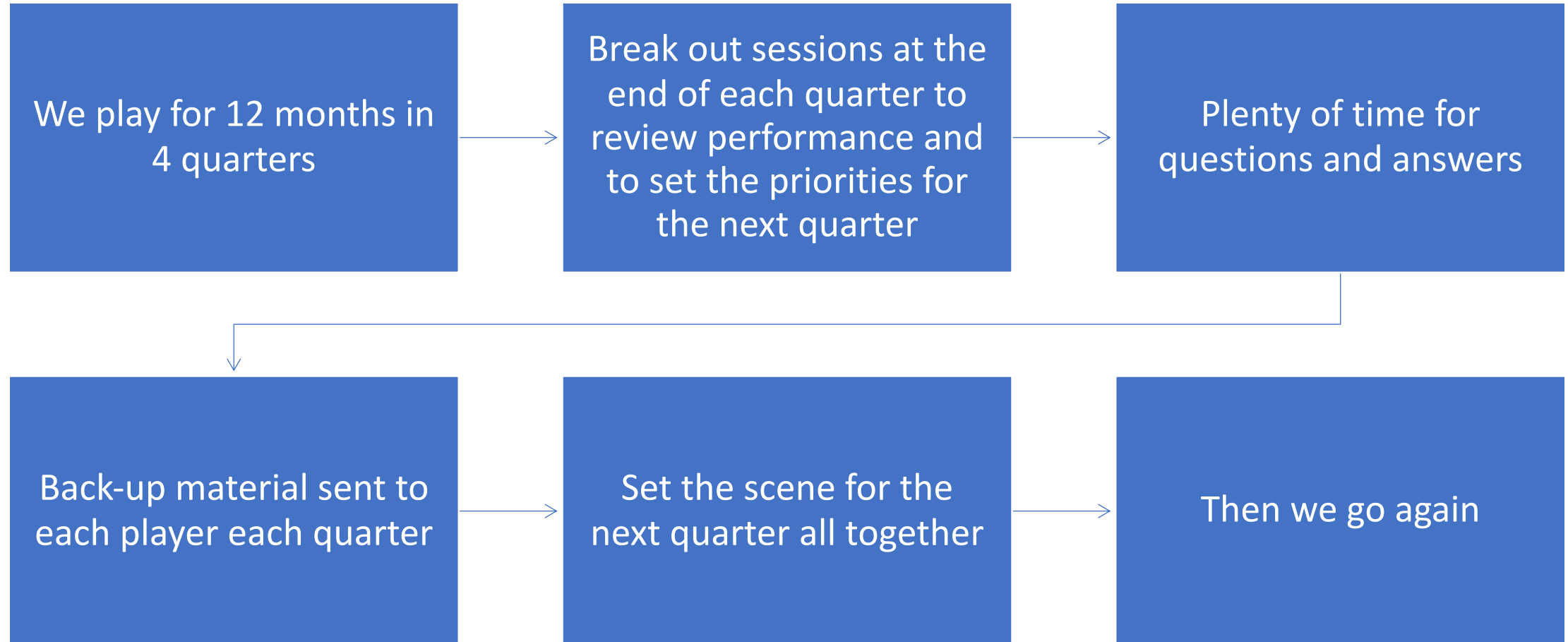
- # 1 - Any airline where the perception is they dont have a stable digital platform will lose market share

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# Some of the detail



# Typical takeaways

- The importance of understanding the wider objectives of the business and each individual's contribution
- An understanding that a holistic view is crucial
- The importance of Value Stream Mapping
- The significance of driving efficiencies into software development
- The role of Site Reliability
- The overall direction of travel that new Ways of Working is aiming for
- Key characteristics of AGILE, DevOps & Business Agility
- Actual examples of what to do when we get back to real-life

# Benefits

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- Helps faster and smoother acceptance of change
- Engages high performing teams early in the adoption cycle
- Underwrites your chances of a successful transition
- Allows you to socialise change in a safe environment



# What next

Let's play a couple of rounds

Talk about who would benefit

How to engage

Timeframes

Roles & Responsibilities