



## ***Bouraq Indonesia Airlines***

### **Company**

During the 1980s, Bouraq grew rapidly. At that time, Bouraq operated a fleet of four Vicker Viscount 843's, three CASA 212's and sixteen Bae-748 (2 A and 2B) aircraft. Additionally, Bali Air operated two Britten Norman Islanders and three Trislanders for short-haul flights and pioneer routes. By 1997, Bouraq was operating a fleet of ten Bae 748 turbo props and eight Boeing 737-200Ajets. As a result, Bouraq's green livery adorned Indonesia's skies as the expanded fleet flew, both scheduled and charter flights, to numerous destinations throughout the archipelago.

### **Audience**

850 employees

### **What's in Bouraq Airlines?**

- ✓ Collaboration tools: News, Public Folder, Email, SMS, Gallery, Chat, etc
- ✓ Single Sign On, no more hassling with various login and applications
- ✓ Portal Interface, personalization
- ✓ Knowledge sharing
- ✓ Online ticketing

### **Benefits**

- ✓ Wide-ranging data and information within Bouraq Airlines collected from various sources are presented in forms of reports on Bouraq Portal, this enabling users to access applications and reports on a single portal interface
- ✓ Employees easily working on their "digital dashboard" with personalized users interface
- ✓ The Portal used on daily basis by executives to get information on selling report, daily operational data generated from Microsoft SQL Database, Competitor Info, Company news
- ✓ Agents across the country can access Web-based online ticketing

### **eBdesk and Bouraq Airlines**

With the increase in demand for easiness, speed and reliable services, Bouraq airlines needed a comprehensive IT solution to improve employee collaborations while providing and maintaining an integrated ticketing application for its growing number of agents. Integrating the collaboration application with the already existing Gabriel ticketing system prove to be an advantage in increasing the communication, collaboration and coordination between Bouraq's agents and its internal employees. Professional services offered with a more personal touch amongst Bouraq's stakeholders can be achieved.