

BlackBerry Customer Success - Transportation



Success On BlackBerry

Industry: Transportation

Region: Americas, Europe

Company Size: Large Enterprise - 15,000 employees

Type of Solution: Custom ERP Solutions & Workflows (integration with SAP®)

BlackBerry Alliance Member Solution:
Mobile applications, developed by Polo Sur

LAN Airlines

“Now, the clerk at the airport can check the plane’s occupancy at any time using their BlackBerry smartphone. They can now take prompt action and, if a flight has little demand, they can make changes in the schedule to optimize its occupancy.”

~ Ariel García, Chief of Innovative Projects, SAP Cross-Systems and Processes Submanagement, LAN Airlines

Business Challenge

LAN Airlines is a leading airline in Latin America and recognized worldwide for their excellent customer service and safety standards. They wanted to give managers remote access to mobile email, accelerate the decision-making processes and assist with the overall management of their business.

Solution

LAN Airlines deployed BlackBerry® smartphones to the executives as an easy-to-use mobile solution that is efficient and provides highly secure, remote access to corporate email. They developed several applications, with the support of BlackBerry Alliance Member Polo Sur, to access corporate information and remotely approve business processes, including budgeting, from BlackBerry smartphones via remote access to their SAP system.

LAN Airline’s Results

- Greater speed in decision-making
- Faster business processes and improved service
- Future opportunities for new mobile business applications

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