

Customer Success



“ I would tell anyone to just try BlackBerry MDS Studio in a proof of concept stage. It's not going to take you more than a few hours. And through that process, you're going to find out how easy it is to use, especially if you already use web services. ”

- Mark Ondrey, IT Director, Sun Country Airlines

Organization: Sun Country Airlines, privately held by Petters Group Worldwide, is based in St. Paul, Minnesota. Sun Country offers world class service at affordable prices and was recently named to the top 10 lists of domestic airlines in both Travel+Leisure and Conde Nast Traveler.

Industry: Distribution/Transportation

Region: Americas

Size: Large Enterprise – 1,100 employees

Email Environment: Microsoft® Exchange

Type of Solution: Field Service, Enterprise Resource Planning (ERP)

BlackBerry Solution: Field Service Applications developed in-house using BlackBerry® MDS Studio

Challenge

Give airline employees timely accurate information about flights and other air travel information from any point in the airport to help improve customer service and operations management.

Solution

Sun Country's IT team used BlackBerry MDS Studio to create and deploy six, highly useful applications for 50 BlackBerry® smartphones in the hands of station managers and other key staff.

Results

- Convenient, well-accepted solution
- Connects employees to essential information
- Required limited IT resources
- Opportunity to add future applications



“ The BlackBerry solution bridged the gap. It gave our airport personnel the tools they need to look at reservations and solve operational problems. Now, its all at their fingertips. ”

- Kevin Bottemiller, IT Project Manager, Sun Country Airlines

