

**Final Assignment**

Jongcheol Airlines

Business Software Systems – SYST16529, Lecture 2930

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**Business Processes**

At JongCheol Airlines, it is our priority to ensure a smooth transaction and experience is had between the client and vendor. Our goal is to ensure a problem-free experience for our clients, thus raising the value of the JongCheol Airlines experience and company profile. We manage this with many minor processes, but also emphasize on two big processes in order for us to reach our goals: The Boarding/Ticketing System that we call “EZ Gate”, as well as the Jet Rental procedures for our clients.

**EZ Gate (Boarding/Ticketing System)**

The EZ Gate system has been engineered to accommodate all our clients when it comes to retrieving their boarding passes as well as ensuring our clients have properly boarded our jets before taking off. We provide customers with an EZ Gate device which is a small disc with a GPS tracker. This allows us to know where our customers are at all times during the boarding process. The EZ Gate device is provided to our customers during the initial time of jet rental and must be worn or carried by the customer through all phases of boarding and will be retrieved by one of our JongCheol Airlines staff at the time of landing. We use our digital manifest and EZ Gate device to ensure all our clients are properly boarded. If they are not, we make it a priority to get in contact with them through the following means:

1. EZ Gate GPS Tracking System
   1. This is so we know if they are on their way or if they are running late
2. Contact the client directly (Phone, Email, etc.)
   1. Through the contact information provided by the,
3. Contact Emergency contact
   1. This is used if we cannot get a hold of the client
4. F2F (Face to Face) contact
   1. We have our employees on call to make their way to where the EZ Gate device is located to further help our clients get to their plane
   2. This can also be used to help retrieve EZ Gate devices that may be left behind by the customer

We do not take flight until all customers are on our jets, or until the customers give us the go ahead to take off. This is meant to enhance the client-centric relationship between our employees and our clients. At JongCheol Airlines we build relationships and tear down vendor-client walls.

**Jet Rentals**

We currently own 10 different jets:

* One L001
* Two S001
* Three S002
* Four M001

All four luxury jets are available for rental by our clients. Our clients can only book these jet rentals in person to ensure a smooth transaction, but are eligible to send in assistants or employees to book these flights. Currently, JongCheol Airlines allows jet rentals to clients of all nationalities. We provide VISA services at all of our airport locations in order or our client to apply for VISAs or emergency VISAs if needed. Most of our clients are from North America, but we are seeing an upward trend of European clients flying with JongCheol Airlines.