# AIRLINE MANAGEMENT SYSTEM

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**Chapter-9**

**9. Advantages & Disadvantages**

## ✅Advantages

- **Centralized Data Management** All flight, passenger, pilot, and booking data is stored in one place—making access and updates seamless.
- **Enhanced Customer Experience** Personalized communication, real-time updates, and loyalty programs improve passenger satisfaction.
- **Automation of Workflows** Booking confirmations, flight status updates, and pilot scheduling can be automated using workflow rules.
- **Scalability & Flexibility** Easily adapts to growing airline operations and integrates with third-party apps like payment gateways and ERP systems.
- **Security & Compliance** Role-based access, encryption, and audit trails ensure data protection and regulatory compliance.
- **Real-Time Reporting & Dashboards** Visual insights into flight schedules, cancellations, pilot performance, and revenue trends.
- **Mobile Accessibility** Cloud-based access allows staff and passengers to interact with the system from anywhere.

## ✖Disadvantages

- **High Initial Setup Cost** Customizing Salesforce for aviation needs can be expensive, especially for smaller airlines.
- **Complex Configuration** Requires skilled developers to set up objects, relationships, validation rules, and automation flows.
- **Dependency on Internet Connectivity** Being cloud-based, system access and performance rely heavily on stable internet.
- **Learning Curve for Staff** Training is needed for operators, pilots, and admins to use the system effectively.
- **Customization Limitations** Some airline-specific needs may require external tools or custom development beyond Salesforce's native features.
- **Integration Challenges** Connecting legacy systems or third-party aviation software may require middleware or APIs.