

SunExpress Takes Flight With Boomi, Reduces Integration Time by 75%

Leading European leisure airline simplified complex integrations with Boomi to streamline operations, reduce lead times, improve customer experience, and generate new revenue streams.

“We consider Boomi to be a partner in our AI and digital transformation initiatives. The Boomi Enterprise Platform is more than a tool — it continues to be a foundational architecture component as we expand our offerings, deepen automation, and start orchestrating AI agents.”

Oguz Harmandar,
Technical Product Owner,
SunExpress

Business goals

SunExpress is a joint venture by Lufthansa and Turkish Airlines, operating flights on 237 routes across 35 countries. As the airline grew, its leadership sought to improve digital capabilities while maintaining reliability and customer satisfaction.

SunExpress decided to prioritize scalable, future-ready solutions to achieve its business objectives more quickly, and navigate external disruptions with confidence. The business needed to standardize integrations across its diverse airline IT landscape, enable rapid innovation by product teams, and improve collaboration across business and technology stakeholders.

Technology challenges

The technology team at SunExpress encountered challenges due to disconnected systems, and manual integration processes that were prone to errors. Deploying new capabilities caused frequent delays, and hampered the company's ability to innovate, and respond to market changes.

Moreover, SunExpress had complex, multi-system processes across its:

- PSS (passenger service system), including the CRS (central reservation system), inventory system, and the DCS (departure control system)
- Flight operations software, reservation, and ticketing systems
- MRO (maintenance, repair, overhaul), crew operations, customer service, and third-party API systems
- Corporate ERP, finance, HR, and accounting systems

Coordinating these diverse systems presented significant challenges, increasing complexity. Frequent handoffs led to delayed deliveries, longer cycle times, and hindered observability and error tracking.

How Boomi helped

SunExpress selected the Boomi Enterprise Platform to centralize and streamline its integration processes. Boomi's low-code, agile solution enabled the airline to accelerate integration projects, and empower product teams to focus on innovation.

An added driver was a wide selection of out-of-the-box Boomi connectors that supported critical airline systems, including PSS, CRS, DCS, MRO, ERP, HR, flight operations, finance, and accounting, as well as third-party APIs. Boomi's centralized integrations offered a scalable, secure, and standardized approach to API exposure, and service integration, streamlining service coordination, data transformation, and message relay across passenger, operational, and corporate systems to ensure safe and seamless data exchange.

Results & business outcomes

With the Boomi Enterprise Platform, SunExpress was able to eliminate complexity through faster integrations and a scalable system. Value realized included:

- Integration lead time reduced from ~3 months to 2 weeks, enabling faster time-to-value for new capabilities
- Shorter future release cycles, enhanced cross-team collaboration, product innovation, and optimized revenue opportunities
- Improved customer journey and responsiveness driven by real-time data flows into the CRM
- 10X lower integration effort thanks to low-code development and pre-built connectors

Overall, Boomi enhanced operational agility, strengthened governance, and advanced digital initiatives for SunExpress. The company now has a scalable foundation for continuous automation and AI-powered transformation, thanks to the Boomi platform.

CUSTOMER SPOTLIGHT

Industry & Market	Transportation (Airline)
Headquarters	Antalya, Turkey
Employees	4,500+
Revenue	€2.2 billion (2024)
Key Integrations	<ul style="list-style-type: none">• PSS• CRS• DCS• MRO• ERP• HR



In addition to streamlining and scaling our integrations, Boomi secured our systems, a critical consideration in the aviation industry, by eliminating security risks from custom coding to integrate an array of fragmented systems."

Oguz Harmandar,
Technical Product Owner,
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