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PEGASUS

🏛 Aviation & Transportation

📍 Türkiye

👥 9.000+

🏆 **ACHIEVEMENTS**

• Operational efficiency increased through the digitalization of process management and document tracking.

• Information flow and decision-making processes accelerated thanks to seamless integration between modules.

• Performance and risk management became measurable and reportable.

• Training, survey, and evaluation processes were managed systematically.

• Business processes were simplified, and non–value-added activities were minimized.

• A culture of corporate governance and digital transformation was embedded across the entire organization.

By integrating process management, performance, risk, and employee feedback processes with Bimser solutions, Pegasus strengthened its corporate structure and positioned digitalization at the core of operational excellence.

About **Pegasus**

Acquired by Esas Holding in 2005, Pegasus is one of Türkiye's leading low-cost airline companies. Today, Pegasus operates flights to 156 destinations across 54 countries and continues its operations with a young and modern fleet. With more than 9,223 employees, Pegasus stands among the pioneering organizations that successfully manage rapid growth alongside corporate structuring.

Needs

Pegasus sought a new solution to address the need for corporate structuring driven by rapid growth and increasing operational complexity, to digitalize processes, and to optimize performance, risk, and document management through an integrated management system. Prior to Bimser solutions, processes were managed manually or through fragmented systems, while limitations in data integration and traceability negatively impacted operational efficiency.

Efficiency Improvement: Preventing time losses caused by manual processes and systems operating independently.

Information and Document Management: Centralized document management, digital version control, and approval workflows.

Reporting and Approval Processes: Making performance, risk, and operational actions traceable and reportable.

Process and Performance Management: Monitoring department-based KPIs and measuring process performance.

Risk Management: Systematic analysis of operational and strategic risks.

Interdepartmental Digital Synchronization: Enabling different departments to manage actions cohesively on a single integrated platform.

ensemble™ | QDMS | eBA Plus

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Bimser QDMS, Ensemble, and eBA Plus Solutions

QDMS – Integrated Management System Solution

QDMS brings quality, document, risk, and process management together on a single digital platform. It enables end-to-end traceability of audit and action processes while centrally managing document version control and approval workflows. With comprehensive features such as risk analysis, process performance monitoring, and automated management review reports, QDMS delivers a holistic approach to quality management.

Ensemble – Process and Performance Management Solution

Ensemble connects organizational strategic objectives with processes and makes performance indicators (KPIs) visible. Through digital process maps and workflows, organization-wide performance analysis and benchmarking, and measurable KPI reporting that supports management decisions, Ensemble strengthens efficiency-driven management.

eBA Plus – Document and Workflow Management Solution

eBA Plus is a comprehensive solution that integrates all business processes and document management into a single digital platform. It automates workflows, securely manages approval and document processes, transfers physical documents into a digital archive, and enables real-time process monitoring—enhancing corporate efficiency and regulatory compliance.

Why Bimser QDMS, Ensemble, and eBA Plus?

Pegasus selected Bimser solutions not only to digitalize its processes but also to establish a sustainable, flexible, and continuously evolving management infrastructure. Key factors in this decision included Bimser's fast and accessible technical support, its agile update and development capabilities aligned with Pegasus's needs, and the continuous evolution of products to adapt to changing business models.

Thanks to the modular and integrated platform approach, diverse business processes were managed holistically under a single structure. As a result of this transformation, process and document management became more transparent, while performance and risk management became measurable. Managers gained the ability to make faster and more accurate decisions based on real-time data. At Pegasus, this initiative went beyond a technology investment, fostering a company-wide culture of digitalization and corporate governance.

Results and Benefits

- All processes were digitalized, delivering increased operational speed and efficiency.
- Information flow and reporting were streamlined through inter-module integration.
- Risk and performance management became fully traceable.
- Training and task assignment tracking were systematized.
- Non–value-added activities were reduced, enabling a lean management approach.

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Thanks to Bimser solutions, we digitalized our processes and increased operational efficiency through integrated systems. Today, our managers can make fast and accurate decisions based on real-time data.

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Dr. Ümit Özen
Advisor to the General Manager
Pegasus