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### News


#### British Airways rolls out mobile e-mail

**Author:** john-paul kamath  
**Posted:** 11:23 01 Nov 2007


**British Airways** has installed an e-mail system to connect 30,000 airline staff using mobile phones. The system will be available to staff including cabin crews, flight crews and baggage handlers.

In the past, these workers did not have access to company mobile e-mail and the company had to use a manual system of forwarding messages.


As part of its Employee Self Service (ESS) project, the airline rolled out CommuniGate Pro to employees, equipping all British Airways employees with a unified @ba.com e-mail account.



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British Airways hopes to keep all staff members up to date on the latest news and policy changes by sending e-mails every two hours to staff who would have been hard to reach in the past.

"The thing I am most proud of is that ESS is not just an intranet for office workers - lots of companies have those. ESS is the intranet for everyone: baggage loaders, customer service agents at the airports, cabin crew down-route, pilots, IT people," said British Airways CIO, Paul Coby

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