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ABSTRACT

This case study investigates the role of Information Systems (IS) on the process of Shenzhen Airlines Cargo Corp., LTD (SACC). building up their competitive advantage. From the literatures, it is found that IS can generate positive contribution to the organization from three aspects: efficiency, effectiveness, and competitive advantage. However, it is also found that many cases of IS implementation are failed. The literatures also propose some critical success factors for IS implementation. Based on the definition of success IS implementation, it is concluded that the implementation of IS in the Shenzhen Airlines Cargo Corp., LTD. is successful. And the positive contributions of IS are found in the SACC. Some of the critical success factors listed in the literatures are confirmed.