

News: Brisbane Airport Goes First Class With Acquia to Match Multi-Billion Dollar Modernisation Project

~ Chooses Drupal 8 for customer experience overhaul ~

Sydney July 27 2017 - Acquia, the digital experience company, today announced it has been contracted to develop Brisbane Airport Corporation's (BAC) new online presence. The airport aims to deliver a digital customer experience using Drupal 8, one that matches the extensive modernisation project Brisbane Airport is currently undertaking.

This newly built BAC website is powered by the Acquia Platform and will also leverage Acquia's global professional services team. Drupal expert partner Technocrat will provide technical delivery -- the BAC desktop site alone currently receives approximately 500,000 visitors per month.

The two-phased approach will start with a new clean, contemporary, efficient responsive online presence as the first point of engagement for travellers seeking to check flights, discover retail, dining and other facilities at the airport, as well as research other transportation and passenger options. The second phase will target partner and investor audiences and focus on improved navigation and communications.

Mansoor Karatela, Head of ICT and Business Solutions BAC, said "The new website, to be delivered by Acquia and Technocrat, will provide travellers with improved communications and simplified processes to enhance their physical and online experience at Brisbane Airport. The enhanced offering is part of a phased digital roll-out that continues to build upon digital innovation and our on-going commitment to deliver great customer experience at Brisbane Airport".

"Brisbane Airport is already Australasia's leading airport for service and quality, but we're always looking for ways to further improve the passenger experience and this project will replicate online the sophisticated and multi-award winning experience we already offer in our terminals," said Anand Vasani, CEO at Technocrat. "From speed, to innovation and the million strong community, Drupal 8 represents the future for the best digital customer experience. It absolutely supports the vision that Brisbane Airport Corporation has for its online and offline presence, and our team is looking forward to working with BAC in this high profile project."

"We share Brisbane Airport Corporation's vision for going places and are proud to enable the digital version of what it will become - a truly global-standard airport in Queensland. Indeed, we are delighted to deliver an exceptional experience for the first point of the customer journey," said Graham Sowden, Acquia general manager of Asia Pacific and Japan.

BAC is investing \$3.8 billion over a decade redeveloping and expanding Brisbane Airport (BNE). Airside, landside, terminal and building projects continue to take place with BAC investing \$2.2 billion over the next five years (FY17-FY21). Brisbane Airport is the third largest in visitor numbers in Australia and the largest in land size.

For more information, please visit <https://www.acquia.com>.

NOTES TO EDITORS

About Brisbane Airport Corporation

BAC is the operator of Brisbane Airport (BNE), the premier gateway to Queensland and the third largest airport in Australia by passenger numbers. It is a proud, public, un-listed Queensland company, helping employ thousands of Queenslanders and creating economic opportunities for the state and city of Brisbane. Operating 24 hours a day, seven days a week, BNE has two major terminals servicing 30 airlines flying direct to 79 national and international destinations. Nearly 22.7 million passengers travelled through the airport in 2016. BNE is consistently recognised as a leading airport including being voted Best Airport in Australia/Pacific together with the Best Airport Staff Service in Australia/Pacific region by air travellers in the 2017 Skytrax World Airport Awards. BNE was also named Australasia's Leading Airport in the 2016 World Travel Awards and Capital City Airport of the Year two years running (2014 and 2015) in the Australian Airports Association National Awards. BNE is the only airport in Australia to achieve the highest rating for quality of service for 13 consecutive years in the ACCC Airport Monitoring Report.

About Acquia

Acquia is the leading provider of cloud-based, digital experience management solutions. Forward-thinking organisations rely on Acquia to transform

the way they can engage with customers -- in a personal and contextual way, across every device and channel. Acquia provides the agility organisations need to embrace new digital business models and speed innovation and time to market. With Acquia, thousands of customers globally including the BBC, Nasdaq, Stanford University, and locally Energy Australia, Flight Centre, Brisbane Airport Corporation and the Australian Government are delivering digital experiences with transformational business impact.

For more information, please visit www.acquia.com or phone +61 (0)2 8015 2576.