

# Successful implementation of SAP solution for a leading African Airline

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## Business Need

- In line with the airline's vision 2025, the airline aims to be "the most competitive and leading aviation group by providing safe, market driven and customer focused passenger & cargo transport, aviation training, flight catering, MRO and ground services
- To realize its goal, airline has embarked on a Master Systems Integration (MSI) project based on the SAP ERP suite of products

## Client

The client is a leading airline based out of Africa. Client is one of the fastest-growing companies in the industry and serves a network of 80 passenger destinations.

## Requirements

The client was looking for a robust solution to integrate all core airline systems and develop business systems using SAP solutions

## Challenges

- Integration & Data Consistency Issue - The existing system had complex heterogeneous IT system in place, which was creating delays and errors in financial processes and reporting.
- The client also required an effective high-performing unified business and IT infrastructure to drive the transformation of its operations which is currently divided into several SBUs.
- As part of the Airline's strategic IT Plan, it needed to renew its application landscape for MRO.
- To revamp vital core business processes, integrating back-office with front-office functions to improve the airline's overall services and provide timely and cost-effective services

## IGT Solution

- Business requirement gathering, gap analysis - To validate the blueprint, identify gaps and final Blueprint produced as per the client's final requirement.
- Implementation of the SAP ERP and MSI Service
- Implementation of the SAP Portal and business intelligence solution.

## Benefits

- **5%** increase in operating efficiency with integration of all airline systems
- **2%** increase in revenue with real time route management & network profitability calculation leading to business insights
- **99%** accuracy of Estimated Costs with Direct Operating Cost module
- **0.5%** saving of total procurement cost with integration of all systems
- Transformed Performance Management/Balanced Scorecard
- Development of cash concentrations by currency type in line with receivables and payables using cash position using custom modules
- Repository of more than 450 business scenarios enabling shorter time to market

- To integrate other systems such as the Passenger and Cargo Revenue accounting system, Passenger Management system, Frequent Flyer system, Crew Management System, MRO, Flight Operations system, Bank, IATA Clearing house, Medical system, Attendance System and Learning Management System to provide a seamless access to all business information.
- Custom development of modules for Direct Operating Cost (DOC) and Route Profitability calculation

### Operating Process:

The solution was proposed to be delivered in 4 phases.

- SAP ERP Implementation: Integration of Non SAP Systems
- Portal Development & Delivery
- DW/BI for Non SAP
- DW/BI for SAP

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## Solution Highlights :

Multiple airline systems were integrated with SAP and Data Warehouse and various business processes were defined.

### Industry Specific Solutions

- Real time route profitability
- Real time direct operating cost
- Automated Uniform Management processes
- Revenue reorganization

### Real Time Analytics

- 3600 functionality to collect, calculate, simulate, evaluate total flight performance

### Integrated Enterprise Solution

- SOA based integrated solution
- Ensure operational efficiency, cost savings and data integrity