Aviation Giant Improves Invoicing Process Efficiency by 10X

CLIENT PROFILE

Our client is a major Swiss airline, with its headquarters in Zurich, Switzerland. Founded in Switzerland as a small family-owned private aircraft maintenance operation in 1967, it now has a team of more than 4,800 aviation professionals deployed at close to 50 facilities throughout Europe, the Middle , AsiEast a-Pacific and North America and the Caribbean.

They are a globally recognized leader in the business aviation industry, with interests in aircraft maintenance, completions and refurbishment, FBO, aircraft charter, aircraft management or staffng, and other aircraft-support services using award winning processes.

THEIR CHALLENGES

➤ Key Resource with full knowledge of the Invoicing Process quitting job abruptly without time for handover.

➤ Only Single resource had full knowledge of all Invoicing steps in 3 different kinds of applications. Knowledge was residing in a single resource causing risk to JETA Invoicing process.

➤ Application of Business Rules like taxation % was being missed, certain Invoicing steps being missed, etc. causing delays and wrong Invoices being generated.

➤ Invoicing approval cycle required top management to be available for physically signing the Invoices before they could be raised. This often caused delays as top management would in all probability travel on business requirements thus causing delays in the Invoicing process.

➤ Multiple resources being involved in various upstream steps of invoicing process caused delays, miscommunication, etc.

➤ Multiple sources of data with multiple data points were required to initiate the Invoicing process which resulted in wrong interpretation of invoice figures, etc.

➤ Due to volumes of emails, email data source was being frequently missed from Invoicing process that resulted in invoice delays thus causing financial loss and payment delays.

➤ Delays in invoicing process happened due to vacation/ leave of key resource.

➤ Actual time taken to process a single invoice was lengthy.

➤ This process was taking up lot of paper/ physical activities of signature / storage / filing, etc.

OUR SOLUTION

Perpetuuiti deployed **RPA based on its Av3ar AI-RPA Platform** to address the aforesaid Business Process Automation Requirement and Automation challenges faced by the client:

➤ Perpetuuiti successfully deployed its RPA solution based upon Av3ar platform to automate the entire invoicing process.

➤ Entire invoicing process (As-Is Process) with its business rules, work constraints, connecting applications, dependent human resources, key Invoicing steps, key application screenshots with field values was documented.

➤ A consultation process was initiated by Perpetuuiti Business Process Re-Engineering team for JETA to advise on the following,

  ➤ Required/ not required steps

  ➤ Important/ not important steps

  ➤ Steps that could be eliminated

  ➤ Reducing human footprint at key steps to eliminate process delays was suggested

  ➤ Certain fool-proof steps were added which would increase the accuracy, reduce delays, redirected information to the right application.

➤ The as-is process was deliberated by stakeholder teams and a suitable (to-be) process was documented, reviewed and approved. This base lined process was then taken up for automation in the Av3ar platform.

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RESULTS AND BENEFITS TO BUSINESS

- The outcome was stupendous as a huge number of unnecessary steps were eliminated and Straight through Processing (STP) of Invoices was achieved. Any Invoicing request raised anywhere in JETA organization was now being picked up by RPA on demand, processed immediately, sent for approval, was getting approved by top management on phone even while travelling.

- The time taken to process a single Invoice right from time of the request to the time it is raised to the customer came down to 1/10th of the original time.

- Knowledge as of now is not dependent on any single resource, but on a transparent organizational platform with ready access to all stakeholders.

- Accuracy of all raised Invoices jumped to 100% as (To-Be) process was documented thoroughly and UAT was conducted very diligently.

- Top management signing process was not causing any delay as they could now approve Invoices on the Move using their mobile phones.

- Storage of Processed Invoices was now in JETA's storage systems and not manual and pape based

- Multiple sources of data were eliminated during Process study phase and streamlined to ensure Demand based Invoicing.

100%
PROCESS
AUTOMATION
ACHIEVEMENT

10X
EFFICIENCY
IN INVOICING
PROCESS

100%
ACCURACY
IN RAISED
INVOICES

READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives

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About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance v of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

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