

CASE STUDY

Aviation Giant Reduces their ERP License Footprint & Associated Costs by **10X**

About the Client

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 East, Asia-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 staffing, and other aircraft-support services using award winning processes.

Their Challenges

Our client runs a ERP platform and entailed huge costs on procuring expensive ERP User Login licenses. Our client wanted to effectively reduce their ERP license footprint, and license and support cost associated with it. Our client wanted to curb these challenges without reengineering their existing business process.

- Our client had requirements for high volume, 24*7 multi-source, multi-format, multi-platform data and transactions that need to be processed into ERP.
- Due to lack of automation and increased dependency on human resources, this transaction data typically accumulates over non-productive hours (late night/ early morning) and can only be taken up for processing the next day during office hours.
- High volumes also required multiple employees (each having 1 ERP User Login) to be deployed during office hours (8-10 hours) to work on this multi-source, multi-format, multi-platform data.
- Due to increased dependency on human resources, our client needed to procure multiple ERP User Logins for data and transaction processing. These Logins were only utilized during office hours causing drain on company's financial resources. This could have been mitigated to an extent by using human resources across shifts or across time zones. But this still was a drain on expensive ERP User Login licenses.
- Data and transaction accumulation was till the next processing cycle.
- There was no real-time data and transaction processing.
- There was no real-time categorization and prioritization before actual processing.
- SMEs well trained on ERP were required for feeding data and every year escalations entailed huge cost to the company.
- Each time a resource leaves the company, training and hiring new resources was an additional cost to the company.
- The new resource hired needed time to learn and deliver.
- Enormous administrative expenses, and each year's license cost along with infrastructure and support cost to maintain the required number of resources added more to revenue depletion of the company.



- Multiple resources being involved in various upstream steps of the process caused delays, miscommunication, 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 on Av3ar platform to automate the entire process.
- Av3ar RPA processes 24*7, high volume, multi-source, multi-format, multi-platform data and transactions into ERP.
- Av3ar RPA processes data and transactions in real-time into ERP platform.
- Av3ar RPA categorizes and prioritizes data in real-time before ERP processing.
- A consultation process was initiated by Perpetuuiti Business Process Re-Engineering team 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**

Results and Benefits to Business

- Since Av3ar RPA is available 24*7, a simple comparison against human resource productivity hours, shows that Av3ar RPA barely requires 1/3rd the number of expensive ERP User Login licenses for same quantum of work as done by human resources.
- 100% process automation is achieved by the client.
- The actual business support is now done with Av3ar RPA.
- Footprint of application licenses and associated support and operational costs came down drastically.
- Av3ar RPA is a fast, reliable, non-intrusive and an extremely cost effective solution which helped client effectively reduce their ERP license footprint.
- Knowledge as of now is not dependent on any single resource, but on a transparent organizational platform with ready access to all stakeholders.

Keymetrics

- 100%** PROCESS AUTOMATION ACHIEVEMENT
- 10X** GAIN IN PROCESS EFFICIENCY
- 70%** REDUCTION IN LICENSE COST
- 24x7** ERP PROCESSING



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 of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit www.ptechnosoft.com