

Case Study

# Kuwait's Second National Airline Finds Agility, Modernization, Growth, and Automation on the Oracle Financial Cloud



Revenue  
**\$40 Million**



Industry  
**Airlines**



Deployment Location  
**Kuwait**



Legacy Platforms  
**Excel Spreadsheets**



Products Implemented  
**Oracle Account Payables**



# Introduction

Accounts Payable (AP) automation can be extremely transformative, helping businesses reduce the amount of human involvement and eliminating error-prone tasks from the accounts payable – or trade payables – process. This process involves reducing the amount of time-consuming and repetitive tasks that are carried out manually to manage the day-to-day organizational transactional payments. The Accounts Payable automation is integrated with an online business network that connects partners (vendors/suppliers) digitally.

In this case study, we'll discuss one of our recent clients, Kuwait's second largest privately owned airline, that was interested in significantly enhancing its business processes by enabling and implementing an automated host-to-host payment process.

## Challenges

The client in this case study is one of the largest operators at the Kuwait airport. It has garnered several "best low-cost airline" awards and has a network of over 50 destinations across the globe. The client, which operates scheduled services in numerous different countries and geographical regions including India, Pakistan, Nepal, Sri Lanka, the Middle East, and Europe, was facing challenges related to their procure-to-pay process. Their previous system involved numerous procedures related to manually integrating data from already deployed Oracle ERP systems to their suppliers and vendors.

The client wanted to shift towards an automated payment processing model which would enable them to increase visibility and accelerate payment approvals. Automating these routine financial processes could free up full-time employee hours so that their resources have more time for analytical, value-added work. The airline was looking for AP departments and managers to make intelligent payment decisions through paperless invoice validation, entry, and reconciliation along with faster and automated processing.

### **They faced the following challenges with their previous deployed manual integrated payment processing model:**

- Paper-based invoice processing, writing checks, and maintaining manual records.
- Manual integration of large day-to-day transactional payments volume with other data systems to be able to share data with banks and vendors.
- The risk of human error plaguing their payment processes and procedures due to a large amount of manual human intervention.
- Difficulty in keeping a healthy cash flow and maintaining supplier relationships.
- Manual three-way matching: checking that each invoice matches the purchase order and that the goods or services were received.
- Disappearing invoices and double payments.

## Solutions

The airline turned to Datavail in search of efficient processes and workflows that can automatically route invoices to the right people at each stage of the AP process. The client wanted to create a payment workflow that simply required them to record their payments in the Oracle ERP cloud with no required consequent action by their team for vendor payments.

Datavail created an effective host-to-host payment connection using Oracle Cloud Accounts Payables. This enhancement helped the client automate various aspects of its day-to-day business transactional processes, which not only simplified various procedures and tasks that would have otherwise been conducted manually but also fast-tracked approvals and maximized efficiency.

The Oracle Payables Command Center provided actionable insights to empower the accounts payable team to control their cash flow, minimize errors and overpayments, and eliminate inefficiencies. This optimized days payable outstanding, identified discount opportunities, and improved supplier relationships, all without manual reporting. Through "information-driven navigation" the team can now easily monitor and resolve transaction holds and accounting exceptions, reduce closing time, eliminate manual adjustments, and accelerate the readiness of the financial results all without custom operational reporting.

This solution helped the client significantly expedite their payment processing operations and ensured seamless integration and transfer of data. The enhancements helped dramatically reduce manual processes associated with their payment systems, purchase orders, and invoicing.

Datavail analyzed its current payment environment and identified various opportunities to automate account payable processes by implementing an automated host-to-host payment workflow. We also identified and addressed various potential opportunities to establish more direct and interactive links with intermediaries. With Multi-Org Access Control (MOAC), worldwide payment processing can now be done from a single service center supporting their global operations and providing the tools to ensure that their payment policy is consistent and enforced globally.



# Results

The client was extremely satisfied with Datavail's enhancement strategy and implementation results. The host-to-host solutions helped them significantly improve margins, instill corporate and fiscal discipline, and optimize business/vendor relationships. They saw a wide variety of improvements in their business processes including:

- Reducing manual processes and facilitating automation initiatives helped them not only improve their overall operational efficiency but also helped them reduce data entry errors and missing or incorrect billing information that otherwise affected and delayed their payment processing. Datavail's solution helped them reduce the length of its payment processing cycle by a minimum of 10 days per month.
- Increased transparency and visibility of organizational processes and workflows.
- Simplified authorization and approval processes and payments.
- Automatically generated invoicing, which also helped eliminate various bottlenecks in the airline company's previous working model.
- Optimized Working Capital Management.
- Reduced the amount of third-party involvement in internal data management processes.

Datavail has successfully performed countless data-related implementation and enhancement processes for clients. We ensure that you're leveraging every aspect of your Cloud Financials investment and implementing an automation strategy that uses your Cloud application to its fullest potential. Revisiting the components and capabilities of the Cloud creates an opportunity to reduce the ineffectiveness of your existing process. [Contact us today](#) to learn more about our cloud transformation solutions and gain access to our team of experts.



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