

## Ariba Procurement for major UK airline upgrading, enhancing & making it mobile



Client: UK airline organisation  
Clients: 55,000 employees  
Project: Ariba Procurement

# Xoomworks upgrades and enhances eProcurement solution for UK airline and builds anytime-anywhere mobile app

## The Challenge:

A major UK airline wanted to bring its eProcurement solution up to date, make a number of improvements, and introduce mobile working.

The airline operates an on-premise version of the Ariba Procurement platform, with thousands of users, to generate business and compliance benefits through online ordering for goods and services. The platform

had been in service since 2001 and is responsible for the majority of non-fuel spend. With support for this platform coming to an end, the airline needed to upgrade – at the same time, the challenge was to create a new procurement mobile application and take the upgrade as an opportunity to improve various elements of the solution.

## The Solution: Three areas of focus

**Upgrade:** Old hardware, middleware and software was decommissioned to bring Ariba in line with the airline's corporate IT support.

Moving the solution to new hardware and simplifying the integration, saved maintenance costs and dramatically reduced total cost of ownership. With thousands of users it was critical that everyone could use the new system without a hitch, so extra effort was invested in training, change management, user acceptance testing and communication. The upgrade was completed ahead of time and went live as scheduled.

**Enhancements:** As part of the upgrade, Xoomworks completed a review of the current Ariba Procurement set-up. A number of enhancements and simplifications were identified that could be built into the upgrade to make the most of the change:

- ✓ PCard automation - streamlined PCard processing so transaction reconciliation didn't slow down the payment to the bank, enabling the airline to ramp up its strategy to widen the scope of PCard transactions across the business.
- ✓ Improved contract repository to allow dynamic fields to be captured against different contract templates. This transformed the contract module into a single source of contract data with different people having access to different, relevant information

- ✓ Developed value based ordering channels for non-product categories
- ✓ Increased visibility of spend with additional fields and data built into reporting dashboards
- ✓ Approvals - enabled email approval for people on the move

**Mobile:** A mobile app for iPhone and iPad users was built that would allow specific personnel to review and approve purchase orders raised on the Ariba Procurement platform. The mobile app was positioned within the airline's current app store and made available as a standard download to users with appropriate permission.

The interface was simple, clean and intuitive so that anyone with previous smartphone or tablet experience would easily grasp how to use it, immediately allowing the business to start realising the benefit of having an 'anytime/ anywhere' approval process.

*"We selected Xoomworks because of their in-depth procurement knowledge and expertise, and their experience in building sustainable stakeholder relationships."*

## The Impact: Better usability, more automation and less risk

Risk was reduced as the solution used by thousands was now supported by Ariba and internally within the airline's IT function.

Usability was improved – both for professional users with improved contract visibility and also for requisitioners who have a more userfriendly UI, intuitive layout and significantly better performance. Mobile access – anytime / anywhere approval on

mobile PCard automation reduced risk of high late payment charges from banks and suppliers meaning a broader range of suppliers could be enabled.

Fixed price upgrade meant the airline could control costs and ensure value for money.

“One of the key things in implementing a Purchase to Pay solution is the depth of understanding and industry experience of the people you are trusting to get it right on your behalf.

Xoomworks clearly demonstrated this in their approach and this insight was instrumental in getting us over the line.

Working with Xoomworks has definitely enabled us to get more out of our investment”

**Procurement Project Sponsor , Financial Services Customer**

## About Xoomworks

Xoomworks is a niche consultancy and outsourcing company that specialises in Procurement and Business Intelligence. Staff are based in UK and Europe and consist of technical, business and behavioural consultants, and senior procurement staff. Our Complete Procurement proposition addresses both the mechanics and behaviours of Procurement that drive the greatest value for organisations.

Interested in finding out more about Xoomworks Procurement?

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