



NEWGEN

One world. One workplace.

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The standalone applications for various processes presented problems such as non-availability of adequate information, difficulty in accessing available information, costly customizations, time-consuming and patchy implementation of new processes.

Newgen's BPM-based solution helped the Airline design their processes as per the organization's business rules and industry best practices.

Process Automation using NEWGEN OmniFlow

For a Fast-Growing African Airline

Overview

The Airline, established in 1977 has come a long way to be recognized as East Africa's most respected airline. The Airline has been actively using Information Technology to streamline its operational performance and service delivery. It aims to become the airline of choice in Africa by offering world-class services.

The Challenge

The Airline was using standalone applications for processes of various departments like HR, Purchase, Finance, Stores, etc. These applications were interconnected using multiple custom interfaces, without considering the holistic environment. No consolidated view of the information stored in multiple systems and databases was available. Also, a number of processes were manual. This made information exchange extremely difficult and time consuming.

For customers, this resulted in problems such as delay in response to complaints and processing new requests, non-availability of status information, lack of single point-of-contact, etc.

For the Airline, it presented problems such as non-availability of adequate information, difficulty in accessing available information, costly customizations, time-consuming and patchy implementation of new processes, misuse of facilities by employees, etc.

The NEWGEN Solution

Newgen proposed its Business Process management (BPM) suite for the Airline. OmniFlow, coupled with OmniDocs, helped the Airline design their processes as per the organization's business rules and industry best practices. This resulted in configuring the processes in a short time, thus reducing the redundant work-steps and optimizing the utilization of manpower resources.

The solution provided by Newgen not only conformed to the Service Oriented Architecture (SOA) but also enabled the Airline to offer the services available in Newgen's BPM and Document Management solution as "On Demand" to any other SOA-compatible service. An integrated graphical route designer module of the BPM suite was used to configure the business processes of the Airline for existing applications.

Newgen also conducted BPM Improvement workshops for client to further improve the implemented processes. Client feedback was captured, categorized and implemented under a structured change management strategy.

In addition to improved customer service and low cost of operations, the enterprise-wide workflow solution helped achieve the objectives that the Airline had set prior to implementing Newgen solution. These include



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- *Markedly Improved Customer Service*
- *Low Total Cost of Ownership*
- *Improved Status Tracking and Productivity*
- *Tight Integration with Legacy Systems*
- *Quick Adaptation of Business Processes*
- *Better Compliance with Statutory Regulation*

aligning the Airline's existing systems for current and future business dynamics; single, consolidated process layer for all the existing processes of the Airline; reduction in the paper-based processing achieved by image-enabled, automated work-stages; possibility of outsourcing low value-added processes; and easy data recovery and disaster management on critical data and documents, among others. Some of the major processes implemented are:

- Purchase Process for stock items, non-stock items and capital-expenditure Items
- Expenditure Processes like Non orders, Prepayments, Order Mismatches
- HR Processes including the Airlines rebate process, Leave process, etc.
- Airline Hotel Voucher Generation Process
- Commercial Stores Processes like Raising and Approval of Stock Requisitions
- Other administrative processes like IT Service Request Process, Document Generation Process to generate standard Visa/Passport/Bank letters, etc.

The Benefits

Newgen BPM solution has brought several benefits to the Airline, that include the following:

- **Markedly Improved Customer Service:** Enterprise BPM has helped the Airline to provide efficient customer service models compared to the earlier legacy systems.
- **Low Total Cost of Ownership (TCO):** Newgen solution works with the industry-standard platform and database obviating extra investment in proprietary hardware and software.
- **Process-Centric Approach:** The BPM solution helped the Airline in optimizing their existing processes with reduction in Turn Around Time (TAT) to execute process.
- **Improved Status Tracking and Productivity:** By better control and status tracking, process bottlenecks are easily identified and eliminated leading to improved productivity.
- **Tight Integration with Legacy Systems:** With the SOA Web Services model, the Airline has leveraged BPM capabilities in integrating their legacy systems. Information lying across legacy systems is quickly fetched to make informed business decisions.
- **Customization:** Quick and low-cost customization due to the presence of well-documented XML based APIs.
- **Quick Adaptation of Business Processes:** Training ensured that the users quickly adopted to the new business processes.
- **Better and Seamless Compliance with Statutory Regulation**
- **Preventing Misuse of Facilities Employee Rebate:** Airlines Rebate process, which was susceptible to unaccounted availing of discounts, is now equipped to prevent misuse.

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Newgen Software is a market leader in Business Process Management and Enterprise Content Management

Encouraged by the business benefits, the Airline is extending the BPM solution to a number of additional processes such as Expense Claim Handling, Duty Travel Allowance, etc. Going into the future, the Airline is contemplating implementation of a complete SOA architecture wherein all the legacy applications at the airline will be brought under the Newgen BPM umbrella.

About NEWGEN

Newgen Software Technologies Limited is a market leader in Business Process Management (BPM) and Enterprise Content Management (ECM), with impeccable track record of implementing mission-critical Workflow and Document Imaging solutions.

We have global footprints with an installation base of more than 700 customers in over 25 countries. More than 40 of our customers are Global Fortune 500 companies.

Having domain expertise in Industry verticals such as Banking, Financial Services, Insurance, BPO, Telecom, e-Governance and Manufacturing among others, we are known as one of the fastest implementers of BPM solutions in the world.

Our Sales & Support offices span across major cities in Asia, North America, Europe, Africa and the Middle East.

Winner of several awards such as “Frost and Sullivan's Market Leadership Award for Document Management and Workflow Software & Services for 2006” and “Distinguished Application Product Company” by NASSCOM, Newgen Software is an ISO 9001:2000 certified and CMM Level 4 company.

Website: www.newgensoft.com

NEWGEN prestigious clients include Mashreq Bank (UAE), Abu Dhabi Commercial Bank (UAE), RAK Bank (UAE), United Bank Limited (UAE), United Arab Bank (UAE), First Gulf Bank (UAE), HSBC (India), Bank of Baroda (India), Deutsche Bank (India), Standard Chartered Bank (Bahrain), Bahrain Saudi Bank, Kuwait Finance House (Bahrain), Central Bank of Tanzania, Bank Al Jazira, and many more.

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