

BOOSTING COMPETITION AT 30.000 FEET

1. BACKGROUND

Due to the increased competition between ATC's across Europe, skeyes (formerly Belgocontrol) has set a strategic programme to transform the organisation across the axes of people, process and technology.

Kien has been tasked to support the technology transformation roadmap for the finance / admin departement with five concrete tracks: 1. Overall programme management and architecture, 2. ERP replacement, 3. New budgetting application, 4. New cost accounting application, 5. Digitalisation of Purchase Request flow with BPMS Bizagi and 6. Modernisation of Red Star (billing application).

2. CLIENT CHALLENGES

Most skeyes' IT applications and systems in the administrative area are end of life and not sustainable for a future where many IT-changes will be required because of the business strategy. We will focus on the solutions that Kien has developed:

A. *Purchase Requests*

The complete Purchase & Request process is now a manual supported business process. This has a negative impact on business performance; the average cycle time of a new P&R is around 4 to 6 weeks (from initial request to decision). The P&R process runs across the organisation and across departments and as there is no digital workflow tool to keep track of the requests, the validation process is cumbersome and not transparent. There is no integration with back-end systems, like ERP (PeopleSoft), and data entry is mostly done manually.

B. *Red Star (Invoicing)*

The current invoicing application is built on unsupported technology and heavily depends on a team of subject-matter experts (SME) – it has a very low level of automation. Therefore, the business continuity risk of this application is high and the application itself is error-prone. There is an opportunity for heavy automation of manual activities and to modernize the application.

3. OUR RESPONSE

A. Purchase Request digitalization

We have used Bizagi BPMS to transform the current manual and archaic P&R-process to a an innovative and agile way of working, supported by an enterprise level workflow, state-of-the-art integrations and real-time reports and analytics, embedded in a great User Experience.

B. Red Star modernization

Using technologies such as smart process automation (Bizagi BPMS), cognitive computing and modern UX-techniques we have renewed the Red Star application to a system that performs around 80% of the former manual activities automatically. This creates headspeace for the billing team to focus on value-add tasks and customer requests.