

Birmingham International Airport (BIA) puts its Accounting Package on Autopilot.

“We see TaskCentre as an essential tool for automating our critical business processes. It has transformed our Financial System into a proactive tool and significantly reduced delays in processing financial documents.” **Wayne Smith, IT Systems Manager for Birmingham International Airport.**

Access Dimensions

TaskCentre®

The leading Business Process Management (BPM) Solution

► Company

BIA

► Industry

Aviation

► Geographies

International

Business Requirements

- ⇒ To eradicate the risk of dealing with suppliers that have insufficient insurance cover.
- ⇒ To deliver perfect visibility of financial information and proposed transactions.
- ⇒ To eliminate delays in the authorisation of financial expenditure.

Solution Deployment

- ⇒ The extraction, formatting and distribution of information from its Access Dimensions Solution.
- ⇒ The extraction, formatting and distribution of information from its Access service management solutions.

Business Benefits Delivered

- ⇒ Reduction in administrative cost
- ⇒ Perfect visibility of real-time business events
- ⇒ Enhanced management of key suppliers
- ⇒ Monitoring and enforcement of company rules and compliance procedures
- ⇒ Increase in employee productivity
- ⇒ Stronger financial custodianship

Case Study: BIA

AUTOMATING BUSINESS PROCESSES

TaskCentre

Orbis Software (UK)

Birmingham International Airport (BIA) is the UK's fifth largest Airport, being the third largest for charter traffic and has the highest proportion of business travel outside London. In 2005 9.3 million passengers passed through its two terminals and BIA acts as the Midlands' premier gateway to Europe, Scandinavia, North America, the Middle East and the Indian sub-continent.

Over 50 airlines operate scheduled and charter services from BIA, travelling to more than 120 destinations, including twice daily departures to New York, daily services to Dubai and frequent operations throughout the Indian sub-continent.

BIA is a private limited company and employs over 690 people.

Birmingham International Airport (BIA) and its initial interest in TaskCentre®

Within an organisation the size of Birmingham International Airport, there are endless opportunities for commercial savings or productivity gains through the automation capabilities of TaskCentre. However, its initial interest in TaskCentre was driven by the need to enforce existing compliance procedures regarding purchasing orders. This was highlighted by Wayne Smith, IT Systems Manager for Birmingham International Airport (BIA), "Financial custodianship is a high priority for an organisation of our size and we were looking for a mature accounting package that came with sophisticated Business Process Management (BPM) capabilities. This was a key criterion on our evaluation critique, as was the product's flexibility and ease

of use, and Armstrong Consultants recommended TaskCentre as an essential addition to the Access Dimensions solution."

Birmingham International Airport's (BIA) purchase order and invoice procedures

There have been a number of well documented instances recently of organisations that have suffered due to poor financial management. In many of these instances, it has not been the actual financial processes of the company but the lack of management visibility of the transactions themselves.

Many companies combat this problem by formulating rigorous employee-led processes that ensure that financial transactions follow company rules and procedures. However, this can be extremely costly in terms of employee administration and time and they can also fall foul of heavy employee workloads or other pressing activities.

As a consequence of the above, BIA wanted to established a number of automated business processes that safeguarded against the possibility of financial transactions not adhering to company rules and procedures. This was highlighted by Wayne, "In the first instance, we were looking for a more proactive way to manage our purchase order approval process. Traditionally, budget holders would be dependent on employees manually requesting purchase orders but through using TaskCentre, budget holders now automatically receive real-time requests for all PO's placed on the Access Dimensions application. The benefits have been significant with a reduction in time and administration associated and the

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delivery of total visibility of financial transactions being the most prominent.”

Another key element of financial custodianship is the monitoring of and strict adherence to employee, departmental or business unit budgets.

Once again, BIA were looking to use TaskCentre’s business process automation capabilities to build upon their existing budget management procedures. As Wayne highlighted, “As an organisation we already had a perfect track record in budget management but this came at a cost; that cost being the employee time required to manually monitor PO’s against individual budgets. We saw TaskCentre as an excellent tool to automatically check PO’s against actual budgets and to inform management of accounts approaching their agreed limits.”

The primary benefit of this automated task to BIA was the elimination of the historical employee administration required to conduct this procedure.

TaskCentre® and its management of critical supplier insurance statuses.

As the UK’s fifth largest Airport, BIA works in collaboration with a number of carefully selected suppliers to deliver the high standard of service its customers have come to expect. Indeed, BIA place a great deal of emphasis on the management of these commercial partners as they understand the important role they play within the success of the business.

A key part of supplier management for BIA is ensuring that all its suppliers have current and adequate insurance liability cover. BIA holds this insurance information in its service management system and previously it was an onerous manual task for staff to monitor supplier’s insurance cover. Now through the use of TaskCentre, the relevant BIA manager and the supplier are automatically notified when the supplier’s insurance cover is about to expire, thus automating the monitoring and notification activities and enabling timely corrective actions.

TaskCentre achieves this by continuously monitoring the relevant field(s) and automatically generating and sending a HTML report to the relevant supplier when the insurance is due to lapse.

The benefits of this automated Task were made clear by Wayne when he said, “By using TaskCentre’s Advanced Business Alerts capability, we have not only protected ourselves against dealing with suppliers that have inadequate insurance provisions but we’ve removed the time consuming administration of manually managing this employee responsibility.”

When Wayne was asked to give a final comment on TaskCentre he said, “TaskCentre has helped us gain a further ROI from our accounting and service management solutions. Having the ability automate the time consuming administrative activities, as and when we see the need arises, places us in a very strong position to develop our business further.”