



AIRASIA CUSTOMER STORY

REDUCING PROCESSING COSTS BY 70% & STANDARDIZING PROCESSES AT GLOBAL SHARED SERVICES CENTER

ABOUT AIRASIA

Industry: Airline Services

ERP: Oracle

Solution: Accounts Payable

AirAsia Berhad, a low-cost airline headquartered near Kuala Lumpur, is the largest airline in Malaysia by fleet size and destination. AirAsia Group operates scheduled domestic and international flights to more than 165 destinations spanning 25 countries.

AirAsia Global Shared Services Sdn Bhd (AGSS) is subsidiary company of AirAsia that provides shared financial, business, support and outsourcing services.

BENEFITS AT A GLANCE

- 70%** Reduction of processing costs
- 70%** Faster processing speed
- Standardized processes** at global SSC
- 50%** Faster approval times

AirAsia Global Shared Services Sdn Bhd (AGSS), was set up to centralize its accounts payable (AP) processes. Managing the processing of over 180,000 annual invoices, AGSS serves nine subsidiaries in different countries and simplifies the global management of the company's AP process.

Thanks to Esker's Accounts Payable automation solution, AirAsia was able to address multiple process inefficiencies, including: lengthy manual invoice processing, limited control and visibility, difficulties locating paper invoices stored at each entity, and lack of readily available information for tax purposes.

MANUAL INVOICE PROCESSING ELIMINATED

Using a generic email address, all invoices are sent to AGSS by the different entities and consolidated on Esker's solution in different formats. This standardized process helps AirAsia save time centralizing and processing invoices. Esker's auto-capture and three-way matching technology ensures data entry consistency, as well as 70 percent increased processing speed as AP specialists no longer have to manually key in data into the system.

Data retrieval is simplified and rather than having to refer to different platforms, all information is centralized in Esker, helping the company save time and effort.

"STANDARDIZATION IS ONE OF THE MOST IMPORTANT ASPECTS FOR COMPANIES OPERATING AN SSC, AS PROCESSES AND DOCUMENTS ARE COMING FROM ALL ANGLES. WE HAVE SUCCESSFULLY REDUCED INVOICE PROCESSING TIME AND INCREASED USER PRODUCTIVITY."

TEOH CHOON WEI | HEAD, FINANCE BUSINESS IMPROVEMENT | AGSS TEAM

GREATER VISIBILITY & ANALYTICS

Intelligent dashboards help AirAsia ensure that KPIs are met. Thanks to increased visibility and reporting tools, users are able to immediately flag issues and ensure that they are resolved in a timely manner. They can customize their dashboards with their specific AP-related metrics, enabling them to choose what they want to see and track. As a result, invoice processing delays are greatly reduced.

AirAsia can track workloads based on volume reports with real-time reporting. Time allocation is better managed, fewer employees are overloaded, and they have a better sense of well-being.





AS WE CONTINUE TO WORK REMOTELY, A USER-FRIENDLY SOLUTION IS EXTREMELY IMPORTANT TO US. ADDITIONALLY, BEING ABLE TO ACCESS THE PLATFORM VIA THE INTERNET IS A HUGE BONUS. THANKS TO ESKER, WE HAVE SEEN VERY LITTLE IMPACT ON OUR OPERATIONS DURING THE PANDEMIC AND HAVE BEEN ABLE TO ENSURE BUSINESS CONTINUITY."

DAECHO TANGVITTOOLTHUMB |
ACCOUNTS PAYABLE MANAGER | AGSS
TEAM

FASTER APPROVAL WORKFLOW

Although AGSS is not physically located in the same place as the invoice approvers, a digital approval workflow makes it possible for AirAsia to easily communicate and obtain the necessary approvals via Esker's solution. Users are also able to route an invoice to different approvers if necessary, which has helped increase approval times by 50 percent.

IMPROVED COMMUNICATIONS

With AP centralized at AGSS, local finance departments do not have invoice status visibility, and keeping suppliers updated is difficult. Thanks to Esker's convenient online portal, suppliers can easily check their invoice status directly on the portal and use the chat tool to communicate with AGSS. This has helped both the local and AGSS finance teams save significant time and effort communicating with suppliers.

"AS INVOICE PROCESSING IS MANAGED AT OUR SSC, ESKER'S PORTAL HELPED US PUT IN PLACE A MORE EFFECTIVE WAY OF COMMUNICATION WITH OUR SUPPLIERS. THEY CAN NOW CHECK THEIR INVOICE STATUS DIRECTLY ON THE PORTAL, WHICH HAS REDUCED THE NEED FOR US TO SUPPORT THEM AND RESPOND TO INVOICE CALLS."

BEH WEI WEI | CHIEF FINANCIAL OFFICER | AGSS TEAM

BUSINESS CONTINUITY

In the wake of the current pandemic, Esker's cloud-based solution has enabled AirAsia to maintain operations and continue business as usual. Regardless of where they are located, remotely or in the office, employees are able to carry out normal day-to-day tasks such as processing invoices and submit digital approvals without any issues or delays. With continued access to Esker's solution, they have all necessary documents to perform their jobs.



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EUROPE



AMERICAS



ASIA - PACIFIC

