Creating a better and more efficient workforce with Oracle ERP

Capgemini ADMnext helps a global aviation division conglomerate consolidate support across platforms and improve business performance

Client: A global aviation division conglomerate

Industry: Aviation

Client challenge:

The client needed to improve its shipping process and consolidate support across multiple enterprise resource platforms (ERPs) to enhance issue resolution.

Solution:

Capgemini ADMnext supported the company's business across geographies, delivered vast process improvements, and upskilled its workforce.

Benefits:

- Over 5,900 hours saved in one year across ERPs, allowing 4,000 hours to be spent on improvement and innovation projects
- Processes dependent on quality, sourcing, and planning expedited by 70 percent while avoiding inaccurate inventory due to excessive or insufficient supply and demand
- Reduction in application outages through automating concurrent manager activities and allowing them to resume quicker when outages did occur
- Order lead time improved by 25 percent with a better wave-order process
- Instances of downtime in various programs decreased

Companies depend on the daily work of their employees to generate value but delays and inefficiencies cripple business, as they create bottlenecks and hinder results. Organizations operating on a global scale must have efficient operating models to perform smoothly.

Capgemini stepped in to support a global conglomerate in the aviation industry with a consolidated enterprise resource planning (ERP) solution to drive efficiencies in day-to-day operations. This improved processes and issue resolution, upskilled teams, and saved a great deal of time, freeing resources to focus their efforts on the company's mission.
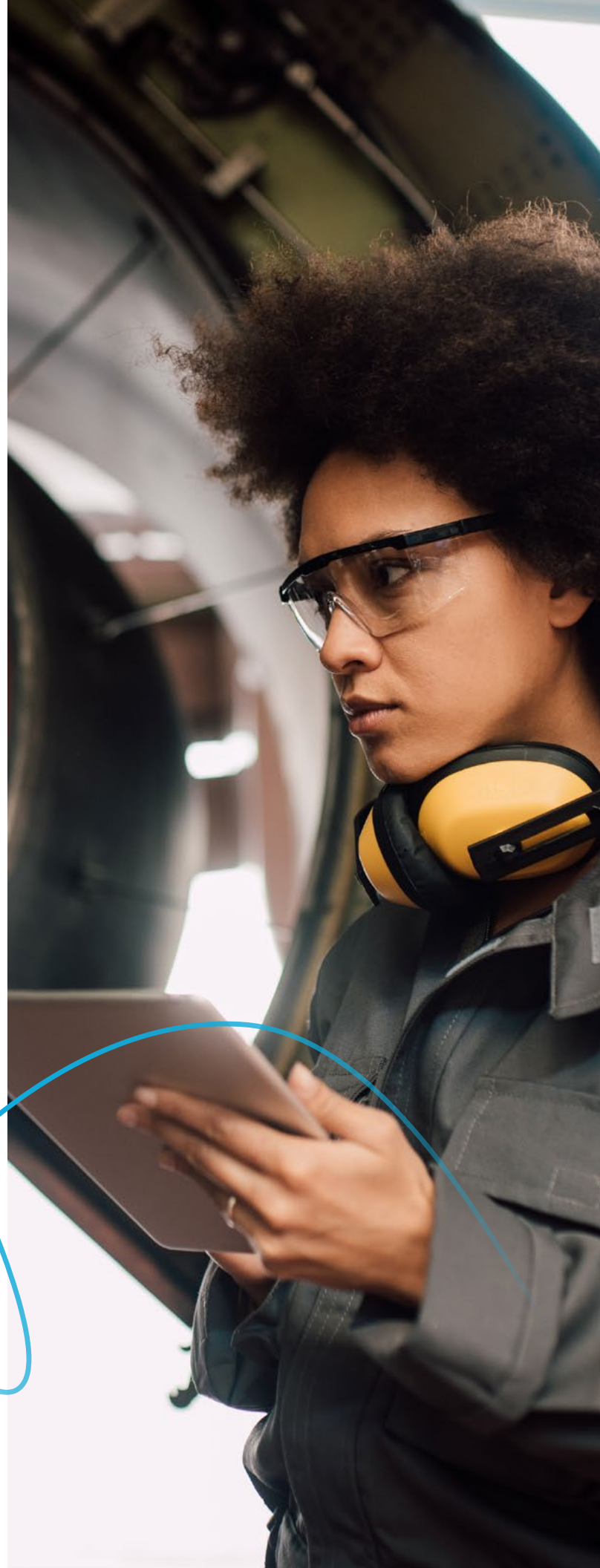
The need to consolidate support across ERPs

The company has joined other aviation industry leaders in **signing on to a pledge** to achieve net-zero carbon emissions by 2050. This is a tremendous challenge as it requires that important parts of the business prioritize sustainability initiatives, and it faced significant operational barriers to achieving that.

The large scale of its international operations meant that any issue would be compounded. Multiple vendors and support teams across ERP platforms created disparities in the planning and shipping processes. System limitations created delays and hindered successful resolutions. Employees struggled to transfer issues between teams, and tickets were sometimes stuck in limbo.

Various processes needed to be examined and improved, with support consolidated across ERPs and multiple business segments. Automation would address inefficiencies automatically and allow workers to move on to more important tasks.

Streamlining resolutions and elevating performance

Capgemini ADMnext delivered consolidated ERP support for the company's global aviation operations. The previous multi-pillar process structure was brought into one instance for a single point of solutions, managed by one global team. This drastically reduced turnaround times and streamlined resolutions. Programs were installed to replace the lengthy manual handling of outages and to identify stuck transactions for more timely action.

Improvement was a cornerstone of the partnership. Capgemini spent 170 days delivering process improvements and upskilling the client's workforce. Employees attended more than 2,000 hours of training to learn about the new ERP system. Approximately 40 automation and innovation projects were completed, elevating operational performance and helping the workforce save a significant amount of time.

Other implementations included:

- WebADI tool for improved quality maintenance, bypassing the ticketing process and reducing turnaround times
- Redesigned purchase-order reapproval process for improved user experience and bypassing of the ticketing process
- Wrapper-checker program to identify a variety of issues that caused downtime for manual resolution
- Wave-plan enhancements to help users take prompt action to address stuck orders and transactions in critical processes
- Capgemini's best practices for compliance and governance to ensure adherence to government-mandated CMMC (cybersecurity maturity model certification) audits and the SOX (Sarbanes-Oxley Act).

More time for innovation

The consolidated ERP solution and Capgemini's extensive support transformed the company's shipping process. This central point for addressing issues in the global ERP platform meant they were handled swiftly and efficiently and tickets were no longer left unsettled. This change was crucial for the industry leader to maintain its position in the market.

Overall, some of the benefits Capgemini delivered include:

- Over 5,900 hours saved in one year across ERPs, allowing 4,000 hours to be spent on improvement and innovation projects
- Processes dependent on quality, sourcing, and planning expedited by 70 percent while avoiding inaccurate inventory due to excessive or insufficient supply and demand
- Reduction in application outages through automating concurrent manager activities and allowing them to resume quicker when outages did occur
- Order lead time improved by 25 percent with a better wave-order process
- Instance of downtime in various programs decreased.

As an Oracle Platinum Partner, Capgemini had the experience and capabilities needed to deliver an Oracle ERP solution the client could trust. Our teams leveraged expertise gained from Capgemini's two-decade partnership with Oracle and our experience in supporting global companies across industries with digital transformations. This global conglomerate in the aviation industry now enjoys greater operational efficiency and is in a better position to pursue its overall mission.

Contact us to learn how Capgemini can help you achieve the future you want for your enterprise.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion (about $21 billion USD at 2021 average rate).

Get the Future You Want | www.capgemini.com