

SAP Customer Success Story

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Bernard Pain, Manager of Logistics and Services, Airbus



AT A GLANCE

Company Name

Airbus
France
www.airbus.com

Industry

Aircraft manufacturing and maintenance

Key Challenges

- Control travel and its associated key performance indicators for cost savings
- Reconcile travel management information with business accounting requirements

Solution and Services

- mySAP™ ERP Corporate Services
- SAP® Travel Management

Existing Environment

- Amadeus global distribution system
- Various legacy systems and manual procedures

Key Benefits

- Achieved ROI in first year
- Leveraged procurement with travel service providers
- Re-tasked staff toward more value-added work
- Eliminated pre-trip approval via automated workflow and validation



AIRBUS

AIRBUS PICKS SAP® TRAVEL MANAGEMENT FOR GLOBAL TRAVEL PORTAL, SEES ROI PAYBACK IN A SINGLE YEAR

Airbus is a €19.2 billion global company with design and manufacturing facilities in France, Germany, the United Kingdom, and Spain and subsidiaries in the United States, China, and Japan. Headquartered in Toulouse, France, Airbus employs some 50,000 people in 16 different sites in Europe to design, build, sell, and support its large commercial airliners.

Airbus's global business requires a lot of travel, both between its manufacturing and assembly sites, as well as to visit customer sites where more than 3,300 Airbus aircraft are in operation in all regions of the globe. “Travel is extremely important, not only to produce and sell the aircraft, but also to maintain the planes and support our customers' needs,” says Bernard Pain, manager of logistics and services.



Airbus implemented an electronic portal, Airbus e-Travel, to handle these travel needs. The company picked SAP® Travel Management – part of the mySAP™ ERP Corporate Services solution – to power the portal and its travel strategy. SAP Travel Management includes capabilities for trip life-cycle management, multiple global distribution systems (GDS) reservations (Airbus uses Amadeus), travel policy, multi-tax and fiscal compliance, traveler self-services, and travel management analytics.

“SAP Travel Management enables us to benchmark travel processes, evaluate travel policies, developed standards and best practices, and use an end-to-end travel management tool to control travel and its associated key performance indicators for cost savings,” Pain says.

Airbus saw those cost savings quickly. “Through eliminating manual processes and data reconciliation; leveraging procurement with travel service providers and airlines, hotels, and car rental agencies; and re-tasking travel agency staff toward more value-added work, we financed the entire project cost with a return on investment in the first year,” Pain says.

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COMPREHENSIVE TRAVEL SOLUTION

Integration was a key element in the Airbus decision to select SAP Travel Management. “We wanted an integrated tool,” Pain says. “We had been using a manual process and could not reconcile travel management information with business accounting

requirements. SAP Travel Management provides an integrated solution with comprehensive visibility, easy access, and real-time links to financial accounting for accurate, up-to-date information.”

Airbus personnel use SAP Travel Management for looking for travel arrangements, booking, expense reporting, and settlement.

The solution eliminates pre-trip approval; automated workflow and validation are built into the system. The e-Travel portal also provides Airbus employees with corporate travel policy information and a connection to Web sites for maps and itineraries to facilitate trip planning.

Managers can access travel information – team members involved, destination country and city, purpose, number of days, cost – to keep a close watch on travel expenses. “This enables managers to better understand and better manage their teams, projects, and associated costs, enhancing our upstream control over travel requests,” Pain says.

“Managers can look online to see who is traveling where and for what purpose. They have visibility before the employee begins to travel. If they see people are planning to travel together, they might decide to substitute a videoconference or that only one person needs to make the trip. They also know where people are, so if we need a specialist in one city and we see that someone is traveling nearby, we can minimize cost by using that person. Before, it was difficult to access this information. Today, with SAP Travel Management, it is really easy to check.”

AUTOMATED LINKS TO TRAVEL AGENCIES

The Airbus e-Travel portal powered by SAP Travel Management links employees directly to the external travel agencies that service the company. Personnel who wish to travel either book their trips directly on predefined routes or fill out an electronic template that is automatically submitted to the travel agency to begin trip planning. Airbus trips often include complex routing from production sites in Toulouse, Hamburg, or Bristol, along with the passport and visa arrangements for Airbus personnel from 41 different nationalities.

“Internally, this enables us to reduce the time spent by secretaries. Externally, it enables the travel agent to focus on truly added-value tasks, like complex trip planning,” Pain says. “We are also benefiting from early availability in airplanes and hotels. In the past, before the e-mails were automatically generated and sent to the travel agency, the agency wouldn’t work on the trip until it was formally approved by a manager and passed on to them. By then, the flight might be wait-listed and we might need to fly to other cities or on other airlines, losing access to the Airbus rate and paying higher prices.”

Through SAP Travel Management, Airbus is now realizing those savings. “We are decreasing our travel costs by providing this information immediately to the traveler and the travel agency,” Pain says. “As soon as the information is captured in SAP Travel Management, the travel agency gets the information and can start working. It’s less expensive to cancel a trip than to work in a hurry just before someone is scheduled to leave. This also reduces the time spent by the travel agent on each trip. We are now able to get better service with fewer travel agents.”

LOOKING AHEAD

Airbus first deployed SAP Travel Management at its central administrative company to 3,000 personnel. The next step will be a rollout at Airbus France to 17,000 people, then at Airbus Germany for an additional 14,000 personnel.

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