AIR CANADA

How Can **Transforming Procurement** Increase Visibility and Build Resilience in a Challenged Industry?

Streamlining procurement to support operations spanning **nearly 220 airports** on six continents

Among the 20 largest airlines in the world, Air Canada strives to continually improve the customer experience and employee engagement while creating value for its shareholders. To achieve this mission, an enterprise of this size needs a procurement organization operating at the top of its game. Having already replaced its global invoicing software with a next-generation system, the flag carrier wanted to implement a **fully integrated suite of procurement solutions** in its Canadian operations to gain a consolidated view of spend and increase automation. Little did it know that deploying these solutions would also help it deal with the disruption in the airline industry wrought by the COVID-19 pandemic.

SAP Ariba

THE BEST RUN **SAP**

Automating Procurement and Facilitating Remote Collaboration
with **SAP® Ariba® Solutions**

AIR CANADA

Before: Challenges and Opportunities
- Deploy an integrated suite of procurement solutions to enhance transparency and compliance
- Automate manual processes to reduce paperwork and increase efficiency
- Support the demand for remote working among staff and suppliers caused by the COVID-19 pandemic

Why SAP
- SAP® Ariba® Sourcing solution, helping streamline critical tasks to drive faster, sustainable results
- SAP Ariba Contracts solution, automating and simplifying contract management
- SAP Ariba Buying solution, maximizing efficiency and increasing spend control
- SAP Ariba Invoice Management solution, automating invoice capture, processing, matching, and approval
- Ariba Network for a dynamic digital marketplace that lets buyers and suppliers collaborate smoothly
- SAP Signature Management application by DocuSign, option for SAP Ariba solutions for greater security, reduced costs, increased compliance, and faster contract execution

After: Value-Driven Results
- Greater visibility and control of procurement processes
- Reduced costs and burden on employees, thanks to process automation
- Enhanced business continuity support and agility during the COVID-19 pandemic
- Improved supply chain continuity
- A better experience for suppliers, who benefit from efficiencies such as digital invoicing and automated contract signing

"SAP Ariba solutions have **increased our agility** during a time of great uncertainty for our industry. Streamlined, simplified procurement processes are helping our teams perform at their best."

Coralyn Ah-Moy, Director Strategic Procurement, Center of Excellence, Air Canada

300

Users of the guided buying capability of SAP Ariba Buying, which helps enforce procurement guidelines and best practices

167%

Increase (in one quarter) in spend volume processed by SAP Ariba Buying for all channels, increasing control

SAP Ariba

Air Canada	**Industry**	**Products and Services**	**Employees**	**Revenue**	**Featured Solutions**
Montreal, Canada www.aircanada.com	Passenger travel and leisure	Airline carrier	21,000	CAD 5.83 billion (US$4.82 billion)	SAP Ariba solutions and Ariba Network

THE BEST RUN **SAP**

Saving Costs and Supporting Business Continuity in a Period of Industry Turbulence

In setting out to unify its procurement function with an integrated suite of SAP® Ariba® solutions, Air Canada is advancing the company's digital transformation agenda. The airline's new business network also provided the agility it needed to withstand the intense disruption caused by the COVID-19 pandemic in the aviation sector.

Already working with the SAP Ariba Sourcing and SAP Ariba Contracts solutions, employees were able to switch overnight to working from home on a shared system in the cloud, with paperless invoicing using the SAP Ariba Invoice Management solution further aiding remote workers. And teams were able to gather internal signatures with the SAP Signature Management application by DocuSign, option for SAP Ariba solutions, preventing the need to mail documents to locations such as private homes and reducing lead times.

Process automation has enabled cost reductions and increased productivity. For example, three-way matching with the SAP Ariba Buying, SAP Ariba Contracts, and SAP Ariba Invoice Management solutions has reduced the resource burden on staff. Teams benefit from efficiencies such as streamlined contract creation and the automatic conversion of purchase requisitions to purchase orders (POs). Meanwhile, a smooth transition of many suppliers to Ariba Network has safeguarded supply chain continuity and helped reduce risk.

"Thanks to SAP Ariba solutions, we're gaining a **consolidated view of spend**, enhancing process automation and compliance, and contributing to the digital transformation of our organization."

Coralyn Ah-Moy, Director Strategic Procurement, Center of Excellence, Air Canada

33%
Reduction (in one quarter) in average processing time of non-PO invoices

43%
Increase (in one quarter) in purchase volume made through catalogs, aiding spend compliance

SAP Ariba

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Featured Solutions and Services

Air Canada is **harmonizing its procurement operations** and increasing its agility with the following solutions:

- SAP® Ariba® Sourcing
- SAP Ariba Contracts
- SAP Ariba Buying
- SAP Ariba Invoice Management
- SAP Ariba Spend Analysis
- Ariba Network
- Guided buying capability
- SAP Signature Management by DocuSign, option for SAP Ariba solutions

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