



# Automation of Technical Purchase and Vendor Integration

## Business Situation

We helped a major U.S.-based carrier automate its procurement process. The client serves more than 750 cities in 120 countries across six continents, with annual revenues in excess of \$10 billion.

## Challenge

This client's system for the generation of shortages and purchase requests ran on an Oracle-based application, whose annual license cost was expensive. Purchase order generation and connection to the vendor through the exchange was a manual process handled through e-mails and faxes. Similarly, lifecycle management of service orders was also handled through e-mails, phone calls and paper records. There was a dependence on these types of exchanges for the entire process. Any changes to be made in the orders required multiple back- and- forth communications. The airline wanted an automated solution that it could more easily control.

## Solution

We created a Web-enabled materials management system for MRO operations. This system has a module to automate the service order lifecycle. It has a link to Aeroexchange's service site, AeroRepair. It automates the passing of data for service orders through Aeroexchange using ATA Spec2000 Chapter 7 standards, including

acknowledgment of parts receipts. The material management system also has an end-to-end e-procurement module integrated with AeroBuy, Aeroexchange's catalogue-based procurement system. It handles the entire purchase order lifecycle, from generation, to acknowledgment/rejection, exceptions, shipment and invoices. The transactions are conducted electronically, using ATA Spec2000 Chapter 3 standards.

## Benefits

- Efficiency increase, with a reduction in service order lifecycle by almost one-third.
- Easier parts-tracking in the automated workflow.
- Successful completion of the approval process within the given time frame.
- Simplified tracking and assessment of processes.
- Reduction of personnel involved in the process.
- Seamless real-time information flow (as XML documents) between the airline and its suppliers via Aeroexchange.
- Guaranteed delivery mechanism to prevent information loss in the flow.
- Encryption methodology to prevent leakage of information and proper document validation.
- Direct savings from the removal of Oracle license renewal.



## About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and more than 100,000 employees as of as of December 1, 2010, we combine a unique global delivery model infused with a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings.

## Start Today

For more information on how to drive your business results with Cognizant, contact us at [inquiry@cognizant.com](mailto:inquiry@cognizant.com) or visit our website at [www.cognizant.com](http://www.cognizant.com).



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Passion for building stronger businesses

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