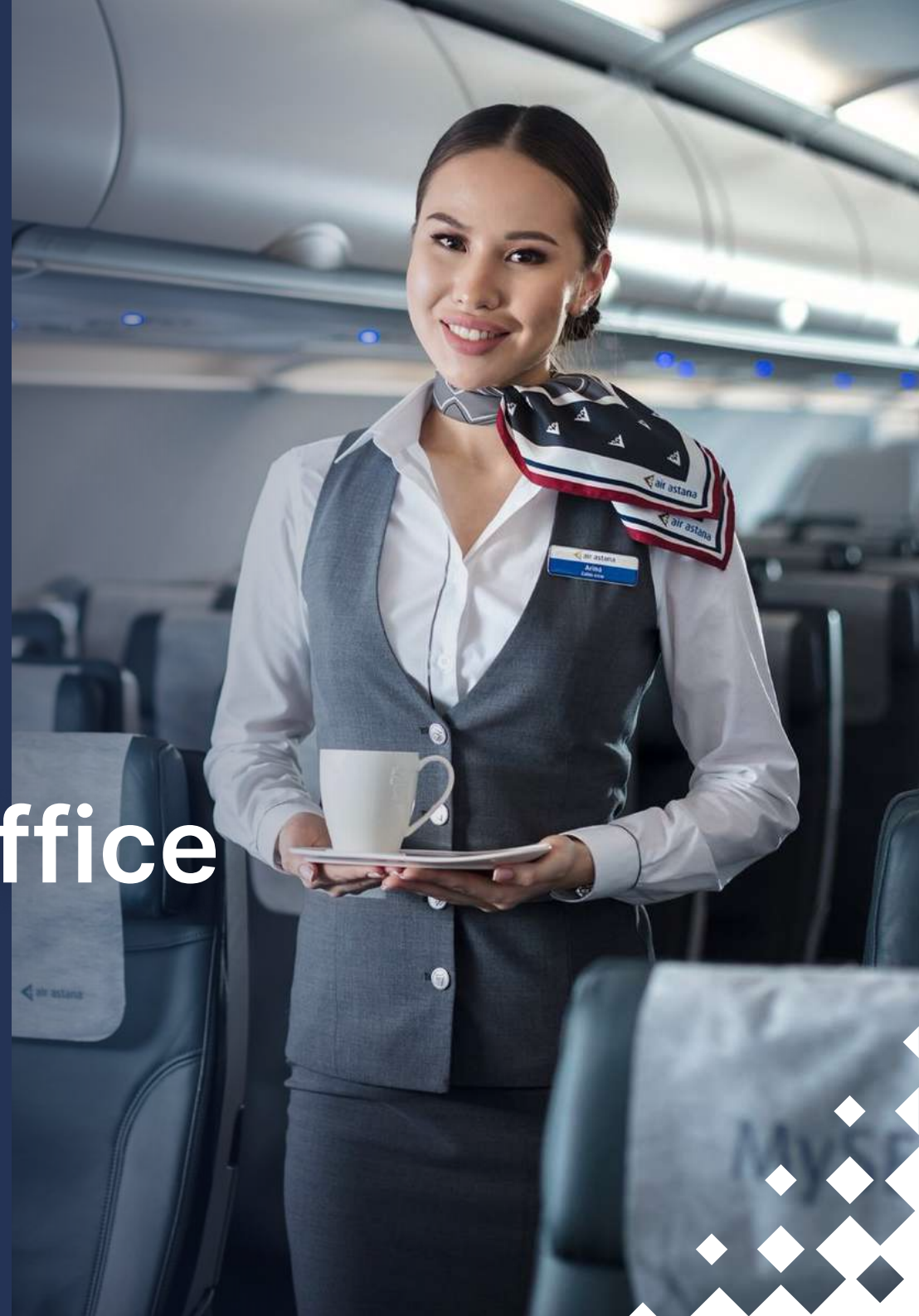




Airline back-office automation

Case Studies



ABOUT THE COMPANY



Air Astana is the largest Kazakhstan airline. It is a joint venture between Kazakhstan's sovereign wealth fund Samruk-Kazyna, and BAE Systems PLC.

In 2018, the Skytrax worldwide agency named Air Astana the «**Best Airline in Central Asia and India**» seventh time in a row. That same year Air Astana received a five star rating at the APEX (Airline Passenger Experience Association) Awards in the Major Regional Airline category.



Have been using
ELMA since

2016

PROCESSES

HR Processes

Memo
Orders
Employee handbook
Supplemental agreements
Integration with ERP
Using the NCA of the RoK signature
Using theGamma Technologies signature

Administration

Incoming and outgoing mail
Archive management
Integration with
Samruk-Kazyna

Finance business processes

CJF and PJF



PROJECT GOALS

- ◆ Establish end-to-end document management for all the divisions of the company
- ◆ Increase efficiency and speed of work with documents
- ◆ Categorize and unify document management technologies
- ◆ Increase quality and integrity of information while working in accordance with information security policies
- ◆ Lower document management and paperwork costs
- ◆ Prevent document loss, and reduce the number of errors that appear when processing large volumes of documents
- ◆ Speed up document routing and make it transparent
- ◆ Improve schedule compliance monitoring



HR BUSINESS PROCESSES

- ◆ Hiring
- ◆ Termination of employment contract
- ◆ Extension of employment contract
- ◆ Mass document creation and signatures
- ◆ Employee transfer
- ◆ Temporary employee transfer
- ◆ Salary review
- ◆ Vacation leave
- ◆ Employee bonuses
- ◆ Application/cancelation of disciplinary penalties
- ◆ Memo creation/cancelation/modification
- ◆ Business trips
- ◆ Acknowledgement of schedule receipt

During the project, routing processes involving **more than 2500 employees**, such as review and approval of memos and supplemental agreements, were automated.

Data required to create documents is uploaded to ELMA from ERP in cvs format.

Documents are created from templates in **Kazakh, Russian, and English**, taking into account the specifics of each language (such as conjugation and use of capital letters). Some documents are created in two languages at once.

Tools for process monitoring were implemented. Now an HR employee can create and send to other staff members a large number of documents fast.



ADMINISTRATION

- ◆ Incoming/outgoing mail
- ◆ Communication with Samruk-Kazyna
- ◆ Document review/document approval
- ◆ Working with document archive
- ◆ Internal dispatch of paper documents

A **single storage** for incoming and outgoing mail with distributed access and a possibility to download data according to specific parameters.

Communication with Samruk-Kazyna was held via email with supporting documents in xml format.

A signed document version can be prepared in PDF with all information about the signature included, available to be printed or sent via e-mail.



INTEGRATION WITH ERP ORACLE E-BUSINESS SUITE



Oracle E-Business Suite is a master system that contains all the up-to-date information about the company's personnel.

ELMA requests information to update objects and execute business processes. The customer set up information collection from ELMA and its update in the ERP.

The company's organizational structure contains about 1500 positions. Syncing with the HR system helps **automate organizational structure modeling** in ELMA.

Regular synchronization of the following data:

- ◆ Get users from the system and create
- ◆ corresponding users in ELMA via LDAP
- ◆ Check locked users and update their properties
- ◆ Get company's organizational structure
- ◆ Get currency and other objects
- ◆ Get contractors
- ◆ Get business calendar



STATISTICS

More than

2500

users in total

150 000

process instances run in six months

200

processes run each day

1500

instances of the most popular processes:
employee bonus, hotel request, preparation
of outgoing mail, signing documents
in bulk sending

16000

electronic documents created in six months

RESULTS

140 440

transaction in two years

5000+ users

64 business
processes

Faster

document approval that has reduced
from several days of several hours

Lesser workload

for Finance and HR

Digital project of the year

WOW!HR 2018 international award in the
category of HR process automation





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