



# Specialists Enable Airline To Reach New Heights

## Client Case Study

### Client

A major international airline based in Asia, comprising scheduled passenger and cargo services to 180 destinations across 44 countries. It operates a range of aircraft, carrying 27m passengers and 1.8m tons of cargo and mail per annum.

### Challenge

The client embarked upon global back-office transformation programme comprising finance, procurement processes, people and systems transformation.

Linea was engaged to provide a team of technical specialists to manage projects, facilitate change and enable continuous improvement.

### Approach

We deployed a team of specialists to lead, manage and support the programme and adopt the following approach:

Develop staff capability through targeted training to improve commercial intelligence and enable deployment of informed, intelligent negotiation and category management strategies.

Embed the procurement operating model across the organisation, facilitating the move from a transactional procurement to strategic procurement approach, supported by standard procedures and new technology platforms.

Review contracts and suppliers, placing the top 15 suppliers (68%) under a special supplier management programme.

Develop and implement category management strategies with major infrastructure and software companies.

Advise on the design and build of the new SAP ERP system, including e-sourcing and analytics.

Devise a corporate travel platform to significantly reduce costs.

Train and develop staff, via regular facilitated knowledge sharing sessions.

Facilitate staff engagement through regular communication via various media.

### Outcome

**HKD250m** in savings achieved.

Improvement achieved without negative impact to critical programmes or contract timelines.

Programme successfully delivered on time and inline with the required financial targets.

The client substantially recruited members of the specialist programme team.

**“The integration, involvement and information collaboration between Procurement and IT has facilitated improved team working and planning across the organisation.”**

**Programme Director**