

Etihad Airways: Developing an All-in-One RFP Process Requiring One Department, not Five, with SAP® Ariba® Solutions

Etihad Airways is often the first taste of Arabian hospitality for travelers to Abu Dhabi – a role the airline has relished throughout its extensive growth. Etihad Airways required best-in-class software solutions to support and enable its business transformation and, after a full evaluation of available products, decided to go with the best. This is why the airline is in the process of deploying a full suite of SAP® applications.

Procurement was a major area that Etihad Airways wanted to improve. The old purchasing process needed an upgrade; and before a request for proposal (RFP) could be released, five departments using two systems had to get involved. SAP Ariba® solutions helped Etihad Airways streamline the entire source-to-contract process and efficiently integrate new suppliers. The winners? All those Abu Dhabi visitors that Etihad Airways is now serving better than ever.



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Bidding online for opportunities at Etihad Airways

Company

Etihad Airways

Headquarters

Abu Dhabi, United Arab Emirates

Industry

Travel and transportation – airlines

Products and Services

Commercial air travel

Employees

26,000

Revenue

US\$9 billion

Web Site

www.etihad.com

Objectives

- Unify and streamline siloed procurement processes
- Support rapid expansion of the business

Why SAP® Ariba® solutions

- Published road map for integrating SAP® Ariba® solutions with other SAP software solutions
- Ability to replicate contracts and requests for proposals (RFP) between SAP Ariba solutions and the SAP ERP application
- Strategic fit for a genuine partnership with SAP
- Innovations from SAP such as the SAP HANA® platform

Resolution

- Implemented the SAP Ariba Sourcing solution for making fast and strategic sourcing decisions
- Implemented the Ariba Supplier Information Management* solution for automating the presentation of accurate, reliable supplier information
- Performed both implementations in the cloud

Future plans

- Implement the SAP Ariba Contracts solution to automate and standardize contracts
- Introduce the SAP Ariba Supplier Information and Performance Management solution for evaluating supplier performance, improving supplier relationships, and minimizing supply risks
- Migrate to SAP S/4HANA® software

1 system

To create, approve, and release RFPs in an all-in-one process, down from 2 systems

1 department

To manage RFPs, down from 5 departments

Unified

Procurement process

Better

Visibility into contracts, spending, and supplier activity

Faster

Purchasing decisions

Efficient

Self-service portal for suppliers to collaborate and bid for Etihad Airways business

“SAP Ariba solutions will support our extraordinary growth by more effectively tapping into the global business network and standardizing our purchasing processes. They will offer enormous value to our suppliers and our guests while allowing us to control spending, collaborate with suppliers, and minimize risks.”

Adil Al Mulla, Vice President Procurement and Supply Management, Etihad Airways

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