

Indigo - client impact story



India's premier airline soars to new heights

IndiGo (InterGlobe Aviation Limited.) the trailblazer in India's aviation sector, faced age-old operational challenges that demanded modern solutions. With the sheer volume of transactions at an airline of this scale, automation became imperative to handle the workload efficiently. Moreover, the lack of transparency was taking a toll on valuable time and resources. Fragmented procurement and supply chain processes, coupled with manual inefficiencies and limited visibility, hindered smooth operations, supplier relationships, and cost savings.

Determined to uphold its leadership and provide seamless travel experiences, IndiGo partnered with Deloitte to embrace technology. The implementation of SAP ARIBA, including ARIBA Sourcing, supplier life cycle and performance, contract, commerce automation, and VIM, heralded a transformative era, enabling a customer-focused and highly efficient airline experience.



A bumpy road for procurement

At IndiGo, India's leading airline, challenges arose due to a fragmented and decentralised sourcing process, resulting in inefficiencies and limited visibility in sourcing activities. This made it difficult to track orders, approvals, and payments, creating a need for improved visibility in procurement and payables. Additionally, manual and time-consuming commerce processes, such as purchase requisitions, purchase orders, and invoice handling, led to errors and delays, demanding significant effort for data entry and validation. To enhance efficiency and accuracy, automation was deemed essential to streamline these processes.


IndiGo sought to enhance contract management practices and efficiently handle a high volume of vendor invoices. Manual contract management posed difficulties in tracking contract lifecycles, while invoice processing caused delays in payment cycles. Implementing automation tools, including the contract module and VIM, became crucial to streamline these critical aspects of their operations.

limited visibility in procurement and payables processes could lead to delays and mismanagement, highlighting the importance of compliance with internal policies, contracts, and regulatory requirements. By addressing inefficiencies in these areas, IndiGo aimed to reduce operational costs and enhance overall profitability, ensuring a smoother and more successful operation.



Giving it digital wings

To tackle these issues, IndiGo adopted the SAP ARIBA module, encompassing ARIBA Sourcing, supplier life cycle and performance, contract, commerce automation, and VIM. With valuable guidance from Deloitte, the digitisation of IndiGo's procure-to-pay process through SAP ARIBA and VIM modules resulted in remarkable enhancements in efficiency, cost savings, data accuracy, visibility, and supplier relationships. This successful transformation empowered IndiGo to make informed data-driven decisions, improve its procurement practices, and establish a strong foundation for future growth and prosperity.



Mapping the flight plan

Discovery and analysis: Deloitte conducted a thorough analysis of IndiGo's procurement and supply chain processes, identifying pain points, inefficiencies, and areas for improvement.

Solution design: Based on the analysis, Deloitte developed a solution design that aligns with IndiGo's objectives and requirements, including recommendations for process upgrading, technology implementation, organisational change, and performance metrics.

Technology evaluation and selection: Deloitte assisted IndiGo in evaluating and selecting the appropriate technology solutions, such as the ARIBA, VIM, and GEMS system with S4/HANA integration, to ensure they align with IndiGo's needs and long-term goals.

Execution and change management: Deloitte supported IndiGo in implementing the chosen solution, which involved configuring the system, integrating it with existing systems, and conducting user training. Change management activities were carried out to ensure the smooth adoption of the new processes and technology.

Continuous improvement: Deloitte continues to provide guidance and ongoing support to IndiGo to monitor the effectiveness of the implemented solution, measure key performance indicators, and identify opportunities for continuous development.



Ready for a smooth take-off

Streamlined sourcing process: The automation and uniformity of sourcing activities through ARIBA resulted in improved efficiency, reduced cycle times, and better control over supplier selection and negotiation.

Enhanced visibility and control: By adopting sourcing and automation solutions, IndiGo gained heightened visibility into sourcing activities, encompassing spend analytics, supplier performance, and contract management.

Time and cost savings: By automating manual tasks and streamlining the sourcing process, IndiGo achieved time and cost savings, reduced administrative costs, and revamped overall efficiency.

Strengthened synergy: Sourcing and automation solutions enabled better collaboration between internal stakeholders and suppliers, leading to transparent communication, document sharing, and enhanced supplier relationships.

Financial management: IndiGo gained better visibility into financial obligations, expenditures, and payment cycles, allowing for more informed decisions, accurate forecasting, and effective cash flow management.

Compliance and risk management: Implementing P2P automation ensured better compliance with internal policies, contracts, and regulatory requirements, helping IndiGo mitigate risks associated with non-compliant purchasing practices

Vendor management: Efficient P2P processes facilitated enhanced supplier management, including onboarding, contract management, and communication, resulting in positive procurement outcomes and minimised supply chain disruptions

Scalability and growth: The implementation of scalable and efficient procurement processes allowed IndiGo to effectively manage increased procurement volumes and support future expansion.

One of the significant impacts of the digitisation efforts was the enhancement of visibility and decision-making capabilities at IndiGo. Solutions such as ARIBA and automation tools empowered the airline to gain valuable insights into supplier performance, spend analytics, and contract management. With improved visibility, IndiGo can now make data-driven decisions, proactively manage risks, and identify opportunities for process optimisation and strategic sourcing initiatives, ultimately contributing to better operational efficiency and competitiveness in the market



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