

Smart Workflows - Ready for Take-Off



COMPANY Austrian Airlines
SECTOR Aviation
USE CASE Personnel Management
WEBSITE www.austrian.com

AT A GLANCE

- Greater** data security
- Improved **collaboration**
- Intelligent** workflows
- Connection to **third-party systems**

COMPANY PROFILE

Austrian Airlines is Austria's largest airline, with a worldwide route network of 130 destinations and over 6,400 employees. Vienna's attractive geographic location—Austrian Airlines' aeronautical base—offers passengers an ideal link between east and west. In 2009, Austrian Airlines—founded in 1957—became a member of the Lufthansa corporation.

CHALLENGE

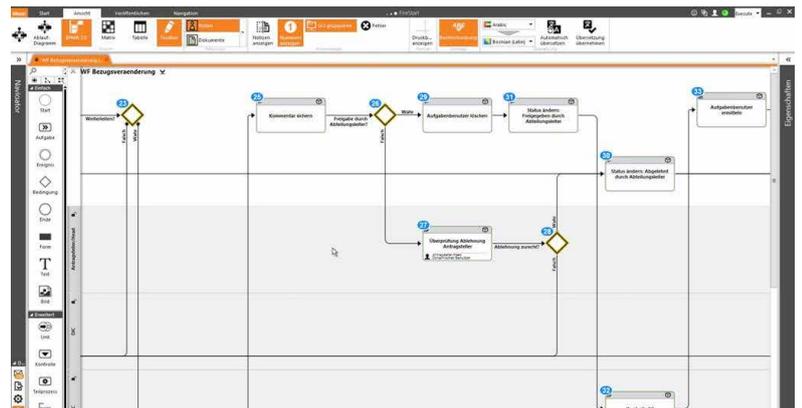
Aviation is among the industries where process quality is of the utmost priority. Colossal legal requirements for ensuring flight safety for passengers must be coordinated with numerous economic challenges to provide customers with the best possible flight experience. To relieve employees from administrative tasks, cross-system and cross-organizational workflows are implemented using the FireStart BPM Suite.

USE CASE

During the pilot rollout, an engineering process was implemented as a workflow in cooperation with the corporate HR department, in order to simplify the interface between individual sub-systems for employees and ensure transparent processing. The workflow handles integration with backend systems such as SAP or AMOS.

True to the motto “we take Austria in our hearts and more and more customers around the world”, Austrian Airlines is always concerned with ensuring high quality standards. As a result, a project was begun in 2015 using the FireStart BPM Suite to digitalize internal organizational processes and increase processing efficiency through intelligent workflows.

FireStart provides an interface between individual subsystems for employees, thereby allowing for processes to be executed transparently. As a result, employees can remain in their usual work environment (SharePoint, Outlook) in a task-optimized manner and manage their tasks from there. The workflow handles integration with backend systems, which improves data quality and data security for sensitive data. After a successful launch in the technical arena, additional workflow projects for training management and technical support for airplane maintenance are on the roadmap.



Screenshot: Processes can be created directly in FireStart in collaboration with the relevant specialist departments, reducing the amount of coordination required with the IT department.



Jürgen Mattes
 Head of Technical Training & Business Division Services, Austrian Airlines Vienna, Austria

“ We see no conflict between providing user friendliness for employees, fulfilling legal standards and guidelines, and increasing efficiency. Ideally, we kill two birds with one stone and with the FireStart BPM Suite, we are on precisely the right path toward a paperless digital future.