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March 2009
1st Edition

ERP & BILLING SOLUTION AT CAA BY JAFFER CONSULTING



Civil Aviation Authority ERP Project

Civil Aviation Authority - (CAA) is a long time user of in-house developed information system applications. The legacy systems have traditional problems and due to non-integration issues, cannot cope with organizations increasing requirements.

Therefore, CAA has taken the initiative to implement a 'Commercial off the Shelf' (COTS) Enterprise Resource Planning (ERP) System and Billing Solution. CAA has awarded the contract, with the consultation of IBM (the consultant appointed for their ERP project), to Jaffer Consulting (JC) for the implementation of the Enterprise Resource Planning System and Billing Solution including hardware infrastructure, software licenses, implementation and integration services, training, support & maintenance. The project spans over 15 months and has 329 working days.



"Due to the growth of the airline industry in Pakistan and the growing need of an organization, CAA has decided to move forward with an ERP implementation. This decision is both timely and highly relevant to the organization. CAA has finalized Jaffer Brothers Private Limited as its strategic partner for the implementation of Oracle ERP Solutions because of its expertise and experience in ERP implementations. After careful selection of the best possible vendor, CAA is moving forward with the ERP Implementation Project. The ERP Implementation Project aims to standardize business processes across CAA and eliminate islands of information with one centralized system that is built based on Oracle's best practices."

Mr. Tahir Omar, General Manager/ERP Project Manager, CAA

Getting to Know CAA

CAA was created in December 1982 as an autonomous body to bring the country's aviation infrastructure and facilities at par with international standards. CAA is a financially viable organization that not only meets its requirements through self-generation of revenue, but also contributes billions of rupees in taxes to the national exchequer. It undertakes all development work through its own sources. It has 8,000 employees at its 42 airports nationwide. It generates revenue of approximately PKR 12 billion per annum to sustain its manpower expenditures and maintain/develop its infrastructure.

Getting to Know Jaffer Consulting

Jaffer Consulting (JC) is a strategic business unit of Jaffer Brothers Private Limited (JBL) and enjoys the standing of being a Business Alliance Partner (Certified Advantage Partner E-Business Suite and Certified Partner Internet Platform) of the Oracle Corporation in Pakistan for more than a decade.

JC is a consulting organization that engineers strategic and appropriate solutions by applying and integrating existing and emerging information technologies to further the competitive advantage of its customers. It has the expertise to provide complete Oracle ERP/Core Technology Services, Licenses, Consulting/Implementation, Post Implementation Services, Trainings and Support & Maintenance.

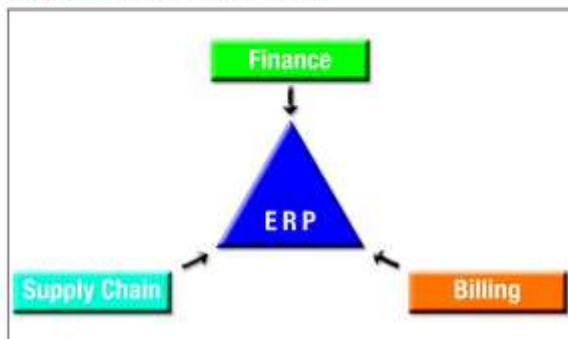
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Airport 20/20 – Gentrack i20/20

Jaffer Consulting has engaged Airport 20/20 for the billing solution at CAA. It is a principal product of Gentrack Limited, New Zealand.

Gentrack is a global IT solutions company that has been providing enterprise billing, customer management, meter data management and revenue management solutions to utility companies, telcos, library organizations and airports for over 20 years. Airport 20/20 billing solution simplifies the collation and billing of the revenue and provides flexibility to specific business requirements, while maintaining billing integrity.

Major Areas of the Project



The ERP project is spread over three major areas:

Services Under the Project

The following services will be provided to CAA under this Project:

1. Hardware Infrastructure

Hardware infrastructure will be provided and the ERP implementation project will be set up for the development, test, production and disaster recovery (DR) environment of the CAA.

2. Software Media and Licenses

The Oracle E-Business Suite licenses and software installation will be provided.

3. Original Equipment Manufacture (OEM) Based Trainings

The OEM trainings will be provided which include:

- Key Business Users Training
Overviews and workshops will be held to equip the team with project policy, methodology, solution overview and functionality.
- End Users Training
End user trainings with live examples and real scenarios will be conducted.

• IT Power User Training

System administration, application maintenance and administration trainings will be provided covering personalization and customization of forms, user and role management, data security and workflow authentication to CAA team members who will maintain the system.

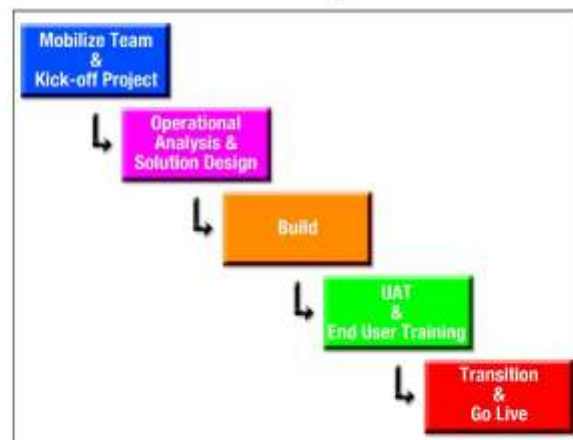
• Foreign Training

Under foreign training, JBL will provide the opportunity to CAA to send their core team members offshore for specialized training covering concepts like change management, user adoption techniques and management training with reference to Oracle.

4. Implementation and Integration Services

Implementation and integration services including the implementation of Oracle ERP in the areas of the financial system and supply chain system will be provided.

Different Phases of the Project



1. Team Mobilization and Project Kick-off

A project plan is made, CAA's business objectives and processes are reviewed and the feasibility of meeting these objectives on time, as well as resources and budget constraints are evaluated.

2. Operations Analysis & Solution Design

In this phase, business requirement scenarios are developed based on current process models that are used to assess the level of fit between the detailed business requirements and standard application functionality. Gap assessment is carried out and RICE (Reports, Interfaces, Conversions, Enhancements)

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components are identified. Design documents, strategies for reports, interfaces and conversions are developed. Specifications for functional and technical requirements for Oracle and Billing RICE objects are made. The objective is to develop detailed designs for the new system in order to meet the business requirements.

3. Build

The business system test validates the configuration of the new system and is performed in an environment that closely resembles production.

Oracle ERP & Billing applications, according to the requirements, are configured. Interface development and data conversion for billing (aeronautical & non-aeronautical), financials and supply chain systems take place. Templates for data mapping and data loading to the new system are provided and custom reports are developed.

4. UAT and End User Training

In this phase, business system testing is performed to ensure that functionality meets business requirements. The business system test validates the configuration of the new system and is performed in an environment that closely resembles production. The testing of all "work around" and other custom software, including RICE is done during the implementation phase. A UAT plan including test case scenarios are developed to enable key end users to test the system functionality.

5. Transition & Go Live

Production environment is set up and configured/tested. Applications are deployed into the organization. Orientation sessions are conducted by JC and a cutover plan is developed.

Go-live/Production as per the cutover plan takes place. This phase marks the last phase of the implementation and the beginning of the new system.

"An ERP system was needed that has an ability to scale as the organization grows. We want to gain real-time



visibility into our supply chain, finance and billing systems and we are confident that the Oracle ERP implementation by Jaffer Consulting will lead us towards success." Ms. Shireen Aleem, General Manager Information Technology, CAA.

FPM & Client Workshops Conducted by Jaffer Consulting



Key Users' Training Conducted by Jaffer Consulting



Current Status of the Project

The phase Operational Analysis and Solution Design is 95% complete. The sign-offs for Training & Data Conversion Strategy, Integration FIT Analysis, Technical Architecture Design and Current Process Models have been received.

We have entered the build phase and the key users training has been conducted at Jaffer Brothers training facility.



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