

FinOps automation – Aviation

Expanding invoice automation coverage to **increase efficiency**, reduce manual effort, and **drive scalable growth**

Executive summary



Expand automation coverage

Expanded invoice automation coverage across prioritized suppliers, increasing system-driven invoice processing



Increase automation maturity

Enabled additional header-level automation and rule-based exception handling to reduce manual processing



Improve operational capacity

Reduced manual invoice handling by automating high-volume suppliers and increasing process maturity from **85.5% to 88%**



Enable future scalability

Built a scalable automation framework capable of supporting future supplier onboarding and business growth



Who benefits

Increase operational capacity to support business growth and focus on value-added activities



Key outcomes

- **41** suppliers automated
- **~24k** transactions automated for 3 months
- **+2.5** percentage point increase end-to-end
- **6.5 FTEs** operational capacity created
- Scalable automation model for future expansion



Rollout status

Completed – automation deployed for **41** prioritized suppliers

01

Business problem / background

The invoice processing landscape in aviation includes 58 suppliers representing ~21k transactions per month. Due to header-level automation limitations and additional manual interventions, transactions required partial manual handling, creation rework, and a limited ability to scale with growth.

02

Solution overview

The initiative expands automation coverage within aviation invoice processing by enabling header-level invoice automation for prioritized suppliers, capturing additional automation leverage within the workflow, and expanding system-driven processing across 58 suppliers. This reduces manual effort, improves accuracy, and accelerates invoice delivery.

03

Key features

- Header-level invoice automation for prioritized suppliers
- Additional automation leverage within the invoice workflow
- Rule-based exception handling to reduce manual touchpoints
- Standardization of automation rules and configurations
- Minimal manual intervention through system-driven processing

04

Business impact / value delivered (3 months data)



~23,917
transactions saved
E2E and header line



5.0 FTE
improvement end-to-end
16,870 transactions



1.5 FTE
improvement header
7,047 transactions

Supplier automation scope summary

Target

58 suppliers

Volume (assumed)
21,035 transactions in three months

Initial FTE impact
11.8 FTEs

–

17 suppliers removed

QuickBase exceptions
3.8 FTEs

Volume **~6,871**
transactions in three months

Result

41 suppliers

Volume
~23,917 transactions in three months

FTE impact (final)
6.5 FTEs

Additional opportunity
1.5 FTEs under evaluation



This project was our very first project on ELEVATE. It involved engaging our highly competent FPR team in partnership with our RPA CoE team based in India. The teams collaborated on a follow-the-sun model to expedite the automation of complicated supplier invoices in Aviation. Proud of our FPR team in Costa Rica.

– Samuel Victor