

HEXWARE

RISE with SAP Transformation & SAP AMS for a Global Airline Operator

RISE with SAP Transformation & SAP AMS
for a Global Airline Operator
Modernizing Enterprise Operations and
Enabling Real-Time Decision-Making in a
High-Complexity SAP Environment.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A major international airline with global operations spanning the UK, EU, and APAC regions. The airline relies on SAP for airlines to manage complex financial, procurement, HR, and operational processes critical to running a safe and efficient air travel network.



Challenge

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To maximize the value of its SAP investments and streamline operations across regions, the airline needed an SAP transformation partner capable of:

- Managing a highly complex SAP landscape with 120+ applications across Finance, HR, Procurement, and Operations
- Executing a seamless RISE with SAP migration to Private Cloud for flexibility, scalability, and future readiness
- Delivering consistent support for mission-critical airline functions like baggage handling, MRO, treasury, and workforce management
- Enabling smarter decisions through real-time reporting and analytics

All of this had to be achieved with zero tolerance for downtime, because in airline digital transformation, uninterrupted operations are non-negotiable.



Solution

- Client
- Challenge
- Solution**
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Hexaware implemented a transformation and support program centered around value realization, resilience, and continuous optimization:

Strategic SAP Assessment & SAP Cloud Migration

Conducted a comprehensive RISE with SAP readiness assessment using Hexaware’s proprietary Cloud Assessment Tool. Based on the findings, the client selected the SAP Private Cloud suite to ensure tailored scalability, business continuity, and speed. This large-scale SAP cloud migration enabled modernization without disruption.

Targeted Industry Solutions

Delivered RISE with SAP transformation with a focus on aviation-specific processes including baggage handling and MRO. Implemented SAP modules across Finance (FI & Treasury), Procurement (Ariba), and HR (SuccessFactors: EC, Payroll, Onboarding, Learning)—powering holistic airline digital transformation.

24x7 SAP Application Support (SAP AMS)

Hexaware provided always-on SAP AMS support using a Core–Flex model, spanning 120+ applications. Technologies included SAP Datasphere, SAC, ABAP on HANA, SAP BTP, GRC, and Fiori—ensuring global coverage and rapid issue resolution.

Data-Driven Operational Intelligence

Integrated SAP Analytics Cloud (SAC) dashboards with S/4HANA, Ariba, and VIM to enable real-time insights for procurement, finance, and workforce planning. Transformed ESG and investor reporting with SAP Datasphere and RPA from ServiceNow.

Change Enablement & User Adoption

Delivered comprehensive training, technical documentation, and dashboard support to accelerate user adoption and ensure ROI from the RISE with SAP initiative.



Benefits

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30%
reduction in IT costs via platform consolidation and Hexaware’s managed services

30%
increase in fulfilment rate for pending orders due to procurement visibility

20%
decrease in PO creation lead time through automation and live data staging

20%
faster resource onboarding via centralized HR dashboards and streamlined workflows

This transformation delivered agility, business continuity, and deep insights—cornerstones of successful SAP for airlines implementations.



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In an industry defined by speed and precision, Hexaware empowered this global airline with a unified SAP ecosystem. Leveraging RISE with SAP, intelligent SAP AMS, and next-gen analytics, the airline now operates with confidence, cost-efficiency, and clarity. The result? A future-proof foundation for resilient growth and sustained operational excellence.

Ready to reimagine your digital core with SAP and Hexaware?

[Learn about our SAP capabilities](#)



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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