

## Case Study

# AIRBUS HELICOPTERS

## Making AP Fly



**Airbus Helicopters Inc. (AHI) is an Airbus SA business segment of Airbus Helicopters which manufactures and markets a broad range of civil helicopters and is based out of Texas, USA.**

Airbus Helicopters are the world's leading helicopter manufacturer, operating in more than 150 countries, with 143 service centres that serve over 3,000 customers. The company employs more than 20,000 people and have a fleet of 12,000 helicopters.

### Challenge:

The AP team at AHI used to spend a lot of time and resources, intensely auditing their own accounts to ensure that their records were as good as they could be, and they did a great job. However, vendor billing errors, overpayments and duplicates had become recurring problems that needed to be fixed.

At AHI, there is a drive for continuous improvement, and they chose to partner with Glantus for an end-to-end assessment of their Accounts Payable function to help them to optimise their processes and solve the problems related to vendor billing, overpayments, and duplicates.

From the initial engagement, that is exactly what happened. New insights and analytics based on the AHI AP data led to the discovery of more than \$500k in reclaimed revenue as well as the elimination of vendor billing errors, and a significant reduction in overpayments and duplicates.

### At a glance:

#### ISSUES

- Vendor billing errors were a significant issue.
- Overpayments were a recurring problem.
- Duplicate payments were low but difficult to track when they did occur.
- The risk of fraud was rising as transaction volume increased.

#### IMPACT

- Recovered \$500K+ in lost revenue.
- Eliminated vendor billing errors.
- Significantly reduced overpayments and duplicates based on process changes.
- Improved awareness and reduction in risk of fraud.



The Glantus technology allows me to easily report the key information to senior stakeholders in the business so they can see the problems that we encounter in AP and also how we are solving them.

#### Aaron Galloway

Senior Manager of Finance Business Integration  
Airbus Helicopters



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## Solution:

**Audits tend to be labour-intensive and time-consuming, but Glantus' technology-based approach accelerated the process, with our proprietary analytics platform enabling a much greater depth of discovery than a traditional audit within a fraction of the traditional time taken.**

Throughout our engagement, Glantus connected with the AHI team to ensure that they saw value early and often in the process. Once the assessment was complete, the next stage of the process was to reclaim the lost revenue and vendor credits that were identified and establish a plan to eliminate the root cause of the vendor billing errors, overpayments, and duplicates.

## Benefits:

### ELIMINATION OF VENDOR BILLING ERRORS

One of the biggest issues that AHI had before they engaged with Glantus, was that there were recurring errors in their vendor billing process. The operational systems were not equipped to prevent these issues and the application of Glantus technology shined a light on the root cause of the problem, which led to a process change that eliminated the problem.

### REDUCTION IN OVERPAYMENTS AND DUPLICATES

Overpayments and duplicates used to be a recurring theme in the AP cycle at AHI, which led to lost revenue and unwanted complications with vendors. The Glantus technology approach has helped to highlight the root cause of overpayments and duplicated payments. This has led to a significant saving in both time and money, with more than \$500k in reclaimed revenue to date.

### CONTINUOUS AP AUDIT CYCLE

By outsourcing AP audits to Glantus, AHI has significantly reduced their audit cycle from weeks to days and can recover cash quicker and prevent further leakage by plugging the discovered AP gaps. AHI now use audits more regularly, continuously improving their AP health checks due to the reliability of Glantus' technology, with minimum impact on business.



We all have problems; it's how you solve them that matters. Glantus helps us to remove emotion and focus on facts, which drives accountability and responsibility.

### Aaron Galloway

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The Glantus logo features the word "glantus" in a bold, lowercase, sans-serif font with a stylized orange starburst above the 'g'. Below it, the tagline "Liberate. Innovate." is written in a smaller, orange, sans-serif font.

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