

Avianca, Argentina

Company Profile

Avianca (spanish acronym of Aerovías del Continente Americano), was the first commercial airline founded in the Americas, and the second one in the world. It is the 6th biggest air transport company in Latin America, and the Columbian national flag air carrier since 1919.

The company's main headquarters in Bogotá are adjacent to the El Dorado International Airport, from where Avianca operates domestic and international scheduled and chartered flights to different cities in Europe, North America, Central America, the Caribbean and South America.

In Argentina and Uruguay Avianca is represented exclusively by Garman S.A.

Situation

In 2002, Avianca Argentina was using four custom-made systems to manage Accounting, Sales, Finances and Purchases; however, none of those offered any kind of data integration. Each of these programs had a different platform and language, which made updating the system even more difficult.

Changing Software

Having defined their requirements, Avianca Argentina started to analyze the ERP systems available in the market. Among the options were Stradivarius (local), JD Edwards and HansaWorld Enterprise distributed by an authorized dealer in Argentina.

"We were looking to increase the speed of our processes by integrating data and revamping our workflow. To support this goal, we were ready to change all hardware in the company, says Juan Jose Vazquez Gil, Responsible of Systems in Avianca Argentina

The Decision: HansaWorld Enterprise

"There were several reasons that made HansaWorld our choice. It's important not to forget that 2002 was the year of Argentina's deep economic crisis and because of this situation the price element was a factor of large importance when taking a decision," explains Vazquez Gil.

Avianca's main expectation was improving the accessibility of information inside and outside of the company. Previously, with four systems, obtaining specific information for management levels had become occasionally a mission impossible, mainly because data from different systems was contradictive.

Columbian air carrier Avianca chooses HansaWorld Enterprise for handling its Argentinian business operations.



Implementation and training was carried out on schedule, finishing most of the tasks during five months. Avianca is currently using HansaWorld Enterprise version 5.1 with: Basic Functions, Cash Book, Cheques, Expenses, CRM, Pricing, HAL (Hansa Application Language for developing custom functions), 12 named users, and 2 additional companies.

Benefits and Future Plans

- It is now possible to generate reports and extract specific information from the system, thanks to integration
- Information can quickly be exchanged online with remote cargo offices at the International Airport of Ezeiza in Buenos Aires
- Thanks to custom programming, taxes (custom, immigration etc) and commissions are automatically calculated for tickets entered into the system
- It is possible to run special reports for the headquarters in Bogotá
- All communication with headquarters has been moved from fax and air mail to a single file, making the exchange of information faster and more efficient

Regarding the future, Mr. Vazquez Gil comments that custom programming will be a permanent request from Avianca, as the company has to comply with the new requirements of their headquarters related to the information exports format or the introduction of new processes.

About HansaWorld

HansaWorld is a business solutions provider with nearly 20 years of experience in the international software market. It is our ambition to stay ahead of change and constantly offer customers more efficient ways of running their businesses. With more than 69,000 installations worldwide, we have the experience to be your future-proof software partner combining global knowledge and local representation.