



## JetBlue: Transforming Business Case Funding Approval

JetBlue is a global, award-winning travel company headquartered in Long Island, NY. It is the sixth-largest airline in the United States.

JetBlue has implemented Stelo and Floe for the provision of SAP integrated custom processes, using Fiori. The first project was to develop a Business Case funding request and approval process.

The old approval process was entirely manual. Crewmembers had to fill out a multi-tab Excel spreadsheet template and then print it out. The hard copy was passed around the required approvers for wet signature with no transparent method of tracking. Multiple different hard copy versions could be in circulation concurrently. This required a large amount of administrative time to manage a single, accurate version of the Business Case funding request through the approval process, to collate and summarise Cases for Board review and approval, to manually create the approved Internal Order in SAP, and to report on actual and forecast capital expenditure.



*"The Arch software accelerators provide increased flexibility to reimagine a personalized user experience for our Crewmembers."*  
Mukarram Syed, General Manager, IT Corporate Products.



## Process Automation & UX Simplification

### The Solution Objectives

The project involved the use of Stelo and Floe to replace the manual processes with:

- a highly dynamic, intuitive custom Fiori app
- an automated, dynamic rules-based approval workflow, managing up to 20 stages & approvers, based on Case data
- automated HTML email notifications for approvers & requestors
- automated SAP Internal Order creation and update, tracked with an 'Out of the Box' administrative, tracking and audit toolset

### Results

- Data Quality, Accuracy, Consistency – a single version of the Business Case request format is enforced. Data captured is validated, mandatory data requirements are enforced. Approved funding requests are automatically created as Internal Orders from the approved app data, avoiding the need to re-key and potentially introduce errors
- Accountability & Audit Control – ownership and stage within the approval process are transparent. Corporate approval limits and requirements are automatically applied and enforced. Data entered by the requestor cannot be changed by anyone else in the process chain

- Business case validation – simple initial validations within the app ensure that key requirements for funding are met before the Case can move forward through the approval process
- Reporting – in addition to the standard reporting delivered by Stelo, Business Case data and metrics are made available to BW where the data is summarised and manipulated for multiple reporting purposes, including actual vs budget and forecasting expenditure

### Post project success

Since the initial go-live, JetBlue has extended the use of Stelo and Floe themselves to automate further processes including e-Guidance, Personnel Change Requests and Requisition Request.

*"Stelo and Floe provide us with a platform to deliver many tailored SAP processes independently with speed and confidence."* said Mukarram Syed, General Manager, IT Corporate Products.



### Company

JetBlue Airways Corporation

### Headquarters

New York, USA

### Industry

Airline

### Products & Services

Air transport services

### Web Site

[www.jetblue.com](http://www.jetblue.com)