

TECHNOLOGY

STRATEGY - TECHNOLOGY

Our goals connected to our strategic foundations:

EXPLORING THE POTENTIAL OF TECHNOLOGY TO ENHANCE OUR BUSINESS PROCESSES, THE DELIVERY OF SERVICES, AND INTERACTION WITH CLIENTS ACROSS ALL OUR BUSINESS LINES.

Technology and automation have been constant priorities for SACC, led by the Application Department, which is responsible for upgrading capabilities in the Company's drive for excellence in business systems. SACC's complex operational environment has demanded a more responsive infrastructure that could move quickly to support the business.

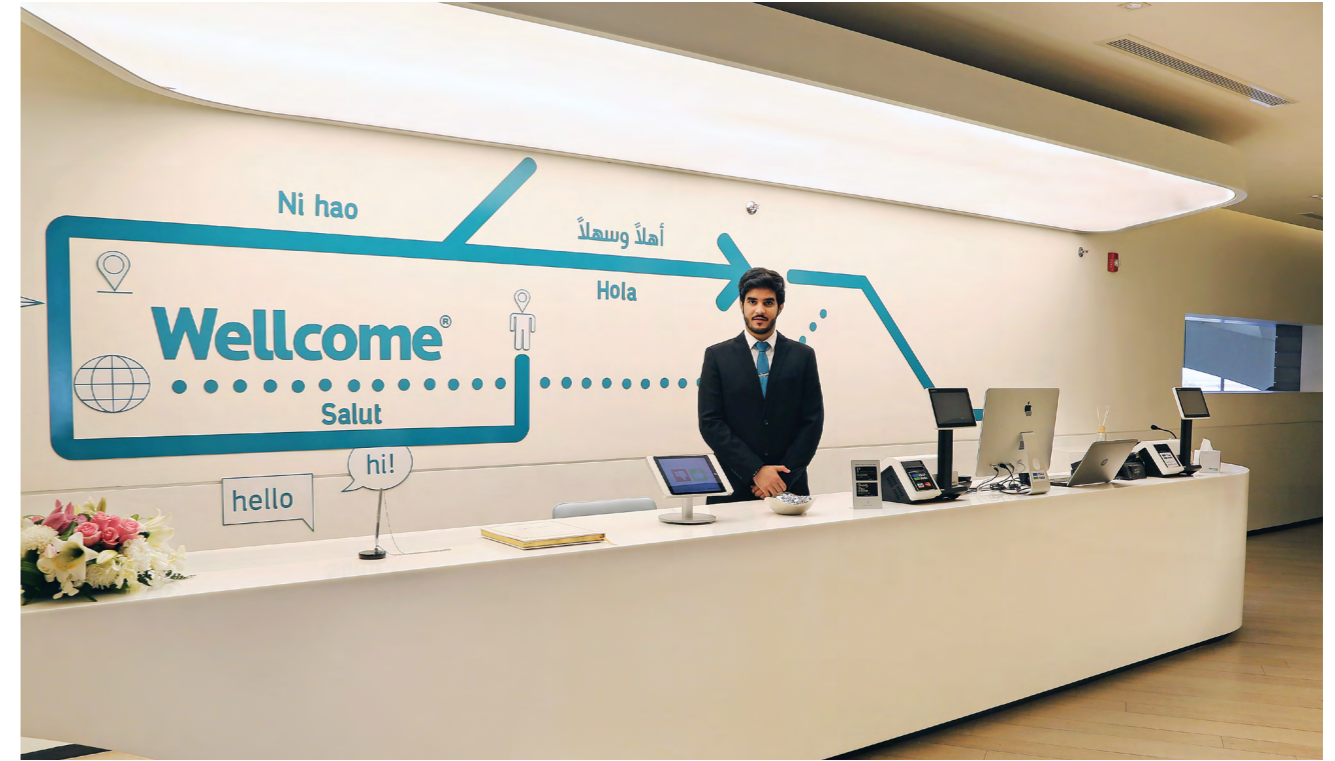
Rapid progress has been achieved with the adoption and implementation of high-tech solutions. In recent years, the Company has embraced the latest cloud technology, modernizing its data center with the introduction of web-based apps, and transitioning a number of support functions, such as business intelligence, to the cloud.

This process began with the development of a human resources and finance Oracle Fusion platform that is available from a cloud environment as a web service across SACC's divisions. SACC has also moved its email platform to the cloud, while rolling out the cloud productivity suite to about 900 devices. It also hosts its website and carries out real-time data backups on the cloud.

The step-by-step approach - partnering with Microsoft and Oracle for technology and expertise - is producing results that exceed expectations. The benefits are already evident in easier collaboration, operational efficiencies, reduced costs, and a unified communications infrastructure.

Enhancing IT systems that govern processes such as purchasing and materials receiving applies three-way matching with supplier invoices and posts them electronically to finance for checking and linking directly to supplier accounts.

Improvements to technology help reduce redundant inventory and equipment, streamlining the number of products on offer and moving SACC to a leaner production model.



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This covers about 6,000 invoices every month and makes payment processes more transparent and measurable, saving rework and manual entries. Improvements to technology also help reduce redundant inventory and equipment, streamlining the number of products on offer and moving SACC to a leaner production model.

The results of this initiative began to bear fruit in 2017, particularly in key production facilities. The Company is determined to do more to harness the potential of technology, and in 2017 moved towards a centralized point of sale system that enables better tracking of stock, meal inventory, and other critical information at the regional level.

Online pre-ordering of meals is being implemented in certain sectors such as in-flight catering, rail, and lounges. This ultimately benefits the entire production and operation process, making the delivery of products more efficient and improving responsiveness to customer demands.

Further achievements include the integration of SACC's ERP system with Saudia's AirVison. Implementation now covers 95 percent of reconciled AirVison invoices, totaling about 235,000 in 2017.

Implementing VAT across all applications was achieved smoothly, following a series of workshops and training sessions for all concerned departments. This resulted in consolidating VAT data in 35 sub-systems and VAT return reports being delivered accurately and promptly.

New systems going live include maintenance management at Jeddah and Medina units for equipment and spare parts stores, as well as archive and contract management systems that help enable the paperless strategy. Development of an Oracle-based business intelligence portal supports decision-making by top management and operational processes that reinforce the transformation plan.

Managing the Microsoft Dynamics project concentrated on fulfilling business requirements and reviewing business analysis with key users. Extensive training programs were conducted, at the same time applying MS Retail in 55 point-of-sale locations, managing on-board Skysales business requirements, and training crew to use the system.

SACC has acquired the DiliTrust Corporate Governance IT solution to enhance the management of legal transactions. The platform also simplifies legal management through dashboards, reports and statistics and track key indicators, and analyze and control the corporate and the subsidiaries' legal activities.

SACC has attracted experienced IT and systems staff to meet the growing demand for development and transformation of SACC strategy. In keeping with the government's objective of being at the forefront of technological advancement, SACC is committed to being part of that transformation - as the Company showed in 2017 and will reinforce in the years to come.