



Cruise liner Streamlines its Claims and Vendor Payment Process with Workflow Solution

Overview

Country or Region

Malaysia

Industry

Cruise Line

Customer Profile

Based in Malaysia, Star Cruises is a leading cruise liner in the world

Business Situation

Star Cruises wants to streamline and improve its business processes starting with claims and vendor payment process.

Solution

Star Cruises implemented a custom developed solution by leveraging on Muu Consulting experience, K2.net workflow and Microsoft servers.

Benefits

- Reduced paper distribution
- Ability to monitor process more visibly
- Provides Flexibility To Change
- Scalable as business grows
- Better compliance and reduced errors

Number of Users

Est. 1000

Star Cruises the third largest cruise operator in the world is a global cruise brand presently operating a combined fleet of 22 ships including 2 to be delivered with over 35,000 lower berths, with cruises to destinations and islands globally. *

To manage its processes better, Star Cruises was looking for improved ways to automate its various manual forms that include business validation and rules in its processes. Star Cruises selected its Request for Payment process as part of this initiative and chose K2.net as the underlying technology and Muu Consulting as the consulting firm to deliver the workflow solution.

The Request for Payment process is used for employee' claims and vendor payment request. This process involves high transactions and touches most users in the organization (including its on board users).

* For further information, please refer to the website www.starcrui.com

Situation

Star Cruises has large volume of claim & payment request transactions moving across its various offices with specific verification & authorization flows that conforms to the company payment approval policy. In order to achieve better efficiency and control over the manual flow of these transactions, Star Cruises needed a solution that would automate its approval flow & compliance to the controls set out in its policy. The solution must also leverage on its existing IT-investments in infrastructure and authentication systems; and with integration to its ERP system. for General Ledger posting.

Solution

The solution was to build a workflow enabled application to meet Star Cruises' needs that will take away the rigid & enormous programming effort required in some conventional software development to automate some complex business processes' routing. The aim is to reduce development cost, time to deployed to the users and future change requests/maintenance of the workflow system.

Deploying a graphical workflow design and build method would greatly alleviate such concerns and would ease changes to the workflow routing. In addition, using a workflow engine and leveraging on web development on top of .NET platform will enable quicker implementations and easier roll outs.

With this in mind, together with the help of Muu Consulting, Star Cruises developed its ePayment workflow application for employee claims and vendor payment request workflow process using K2.net Workflow 2003 on .NET foundation (Microsoft Windows Server 2003 operating system, Microsoft Internet Information Server 6.0, and Microsoft SQL Server 2000 database).

K2.net 2003 workflow system automates business processes spanning people, technology and distance using the .NET platform. This include K2.net Studio, a powerful drag and drop workflow design environment; K2.net Workspace, which empowers people to manage and track workflow tasks, and provides reports on activities to assist in eliminate bottlenecks, track performance and ensure optimal service levels.

K2.net 2003 also enables Star Cruises' to leverage on its existing Microsoft investments. With the new solution, Star Cruises' users can now submit claims online throughout the organization (anytime, anywhere). Through automatic escalation and routing status report, the new solution streamlines Star Cruises' previous manual payment processing transactions.

Benefits

Reduced Paper Distribution

The old process deployed several manual forms. It was time-consuming, wastes paper and discourages efficiency. Now everything is done online.

Ability to monitor process more visibly

K2.net workspace provides a graphical or record view of workflow process status. All claims or vendor payments are now tracked automatically in real-time. This allows authorized users to review or check on the status easily. In addition, user escalation process has improved with the ability to view and identify the bottleneck(s) in the approval flow process.

Provides Flexibility To Change

Future change request/maintenance of existing workflow can easily be addressed with the user-friendly workflow template. With a graphical drag and drop design environment provided by K2.net 2003, changes can be easily and readily adjusted.

Scalable as business grows

As Star Cruises continues to grow and expand globally, it is essential that the implemented system can continue to support its business requirements. With a robust and scalability system developed on top of K2.net 2003 and Microsoft platform, this system will serve Star Cruises for years to come

Better Compliance & Reduced Errors

With automated workflow process, key controls set out in the company policy & procedures accompanying certain business processes can be enforced which helps to strengthen compliance management and enhances transaction accuracy.

Software and technology:

- K2.net Workflow 2003
- Microsoft Windows 2003 Server Enterprise Edition
- Microsoft SQL Server 2000 Enterprise Edition
- ASP.NET
- Microsoft Visual Studio .NET Enterprise Edition
- SAP Dotnet Connectors



SourceCode Technology Holdings, Inc. develops the award-winning K2.net® 2003 enterprise workflow offering. K2.net® is the leader in business process management for .NET through its enablement of rapid solution assembly to optimize interactions between people, systems and process. Customers derive significant value from their Microsoft investments by leveraging K2.net's® powerful, proven and seamless integration across a range of products including: Microsoft Office, InfoPath, SharePoint Portal Server, Project Server, Content Management Server, Live Communications Server, BizTalk Server, Exchange and Visual Studio. In conjunction with its global partner network, solutions have been developed to help manage and monitor processes that are designed to help customers increase profitability, reduce costs, improve customer satisfaction, and maintain compliance efforts. SourceCode Technology Holdings, Inc. is headquartered in Redmond, Washington and has offices across the United States, the United Kingdom, Germany, South Africa, Australia, and Singapore.

For more information about SourceCode Technology Holdings products and services, call (+65) 6438 0646 or go to:
www.k2workflow.com

For More Information

Muu Consulting is established by a team of experienced consultants from top tier global consulting organizations. Muu's mission is to enable organisations to profit from its process and knowledge through a solid solution foundation that includes

- Business Process Automation and Management utilizing Workflow Engine technology
- Efficient management of knowledge through award winning Document Management, Records Management and Knowledge Management systems.
- The ease of use of solution through Microsoft platform i.e. desktop environment and server integration

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