



Taking Flight with Process out-Sourcing from Box-it

Business process out-sourcing became a declared strategic objective at Virgin Atlantic following the 9/11 terrorist attacks.

Virgin Atlantic has reduced fixed costs

The airline like all its rivals suffered a rapid downturn in business and found that the fixed costs associated with employing its own large labour force made it difficult to adjust to the new economic situation. To make matters worse, it was also finding it difficult to recruit staff with relevant skills at its headquarters in Crawley, West Sussex, which is an area of high employment.

By 2003 it had settled on Business Process Outsourcing (BPO) as the answer because this approach gave it the flexibility to increase and decrease staff numbers rapidly in line with internal and external imperatives. This move enabled expansion without disproportionately growing the cost base.

Off-shoring various functions to India also made sense because it was easier to find suitable trained staff at competitive rates. Virgin has subsequently BPO'd a number of back office functions including revenue accounting, processing cargo bills, data processing and inputting flight reports generated by cabin crew to name a few.

Having provided Scanning Services for a number of years to Virgin Atlantic we were selected to provide a range of key front end out-sourced services such as Accounts Payable, due to our capabilities:

- Multi-channel Mail Room Service – for the interception of documents from customers and internal departments
- Advance scanning and data capture service, operating to world class standards from its Process Centres in Bedfordshire and Hampshire – for processing of vital records
- Award winning Omnidox electronic document management platform:
 - to serve as a delivery vehicle via it's work-queue and workflow function, enabling scanned records to be processed from any location - Globally
 - to provide a highly secure long term electronic archive, storing electronic records in multiple formats
 - to provide essential management information enabling volume trends to be monitored, effective resource planning and performance monitoring to take place.

"the scanning and associated data capture elements are very important from both a process excellence and operations point of view. Equally Omnidox has proved to be a very robust, resilient and highly flexible product and essential to our business operations".

Loraine Manning,
Category Manager,
Indirect Services

Why Virgin Atlantic selected Box-it

- Proven and demonstrable experience, know how and technology
- Proven commitment to same day processing
- Proven willingness to work at the pace that is needed.

Today

We continue to provide a range of Data Capture services although one which provides the greatest ROI to Virgin Atlantic is supporting group wide Accounts Payable process. This enables all invoices to be delivered to our Digital Processing centre where invoices are prepared, scanned, with data reconciled with Virgin Atlantic Purchase Order data to enable automated payment or exception processes to be raised. This takes away many manual approval steps and therefore provides huge savings to the Virgin Group – hence the group wide rollout. Circa 4,000 invoices processed daily.

Benefits Overview

- Reduced labour force reducing fixed costs.
- Sourcing difficult to find local qualified staff was no longer an issue.
- The flexibility to increase and decrease staff numbers rapidly in line with internal and external imperatives.

Find out more

If you want to find out more or need any additional help in operating the Box-it system please do not hesitate to call us on

Freephone 0800 22 07 07

