

ORACLE

Platinum Partner



AROWANA

CASE STUDY

iAccess

Application Access System

Client:

Etihad Airways, Abu Dhabi, United Arab Emirates (National Carrier of UAE)
Awarded 'world's leading airline' three years in a row

Technology:

Oracle Application Framework

Industry:

Aviation

Annual Revenue:

US\$4.1 billion

Employees:

9,000 and growing

Customizations:

Human Resource System

Network:

Over 85 Passenger and Cargo destinations in more than 55 countries
Operating more than 1300 flights per week



NEED:

Etihad Airways with well over 9000 employees, is one of the biggest operators in the region. They have a constant movement of employees, in and out of the organization, every employee has a defined role, based on which they are given access to applications and software.

Their IT representatives managed Application Access Request from each of their 9000 business users with a custom web based application built on Oracle OAF platform to grant and revoke Access to their in-house and external applications and software

To increase efficiency and save time and cost, Etihad Airways needed a fully automated process for request, review, approval and grant access to applications.



CHALLENGES:

Manual record keeping to keep track of requests such as identifying the creation, amendment of COA, the requester, the request date, approvers name and amendment details.

With so many requests to manually review and approve, IT representatives found it difficult to provide application access to users on time. Some of these applications being mission critical, not being accessible on time meant loss in revenue. This, time intensive process also affected the efficiency and operational cost.

Manual handling of requests from over 9000 employees with requirement of more than one application per person. Risk of revenue loss, high operational cost and reduced efficiency



WHY ORACLE APPLICATION FRAMEWORK (OA FRAMEWORK)?

This framework developed by Oracle Corporation for application development within the Oracle E-Business Suite (EBS) excels at creating 3-tier web-based applications. The framework maintains all security features.

One of the most important features of OA framework model is that it facilitates the customization of existing modules and also allows development of new Self Service Web Application modules. OA Framework provides benefits of productivity, scalability, and customization. Although the OA Framework is J2EE based, it can work on other industry standards like HTML, XML, Java, JSP, SQL and Web Services.

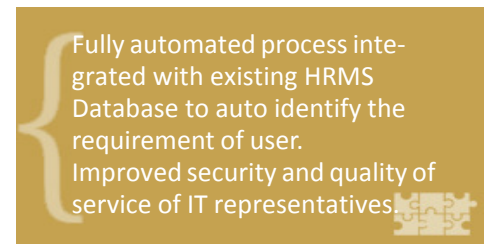


THE SOLUTION:

Arowana developed a solution for Etihad airways, Application Access System (iAccess), using Oracle Application Framework. It was designed to effectively and efficiently run the process of providing application access to users.

iAccess integrated with data from existing human resource management system to identify the role of an employee and corresponding applications he would need to have access to and align those for request. It can also identify the change in role of an employee in the future and adapt to it.

Since request and approvals were automated, the role of IT representatives in providing access to applications became less complicated and quicker.



BENEFITS

Introduce a paperless system, a step towards green office.

Built on a new Oracle technology called Oracle Application Framework which provides easy to use web-based application

Compliance with security and audit requirements

Control on access provided to users

Audits and Maintains Staff Access to multiple internal applications

Rule Based Application Access Eligibility and Restrictions

Provision to Grant Temporary Access and Fixed Time Access

System Generated Alerts for Access Deactivation

Auto generated Access Request for New Hires

Suited for upgrading to higher versions in the future.

