Infor SunSystems software from LLP Group assists Menzies Aviation in 35 countries

Menzies Aviation is a global independent logistics specialist serving as a partner in the airline industry at more than 218 airports, providing essential airport services including passenger services, luggage handling, ramp operations, aircraft fueling, and back-end technical support. At all 218 airports where Menzies operates, the company uses Infor SunSystems for financial management. The solution was originally implemented over 20 years ago by LLP Group, who helped to integrate SunSystems with other systems such as airport systems and to connect to 28 different banks. Since then, LLP Group had provided full support for Menzies Aviation and has provided further development of the entire system in 35 different countries.

A safe bet

In 1997, Menzies Aviation sought an agile financial management system to support its fast-growing business in the UK and European markets, where the LLP Group has extensive experience. After prudent selection, Menzies leadership chose Infor SunSystems and LLP Group as the implementation partner.

"*Our partnership with LLP Group and investment in Infor SunSystems has been significantly instrumental to Menzies Aviation's long-term success and growth. For 15 years, we operated the system in its first version before upgrading to the latest technology in 2014, which allowed us to leverage greater efficiency through more effective utilization of the entire solution,*" says Jan Slunský, Vice President of Financial Systems at Menzies Aviation.

System expansion has kept pace with Menzies' rapid expansion

Infor SunSystems transacts and manages Menzies' robust processes in the areas of integrated financial management and accounting. As Menzies expanded through acquisitions and emergence into new airports across the world, it was critical for the organization to maintain accurate and transparent compliance in the highly-regulated area of financial reporting.

Over time it became necessary to maintain strategic pace with changes in technology, through the implementation of the latest versions of systems that were equipped with greater sophistication and functionality. The system was expanded to establish a direct connection with financial banking institutions through utilization of LLP Group's Bank Payment System and later enhanced the procurement process with the addition of iPOS for purchase control, a procurement module that was implemented in 2014.

Due to its international experience, LLP Group has been able to provide full support for Menzies Aviation at 218 airports in 35 countries across 5 continents. "Whenever we needed to add another new airport, location, country, or just adapt some processes in the system, we could rely on LLP Group to help us in the area of system implementation and operation, but also in IT infrastructure configuration and management. In addition, due to the configurability of Infor SunSystems, we have been able to make partial modifications to the system ourselves – one of the great advantages of SunSystems," continues Jan Slunský.

> *"Given the complexity of the software systems LLP Group has delivered to us, it is crucial that this system remains reliable around the clock, at an acceptable operating cost, and with minimal demand on our employees' time. We make minor changes ourselves, as needed, and LLP Group helps us with more substantial changes."*
>
> **Jan Slunský**
> Vice President of Financial Systems
> Menzies Aviation

"LLP Group has helped us to migrate our systems to the latest technology, expand our system settings and adopt new processes and modules that support our operations in many countries across the globe. Today, the system is used by over 1,000 users, including over 100 users of the core financial and accounting functions."

"LLP Group has helped us to migrate our systems to the latest technology, expand our system settings and adopt new processes and modules that support our operations in many countries across the globe. Today, the system is used by over 1,000 users, including over 100 users of the core financial and accounting functions."

Jan Slunský
Vice President of Financial Systems
Menzies Aviation

Strategic partnership

LLP Group's technical expertise in the area of process and system management was a significant factor in Menzies' partnership with LLP Group. Menzies Aviation has gradually taken over the IT infrastructure, which was built for Infor SunSystems, and the entire system is now fully managed by Menzies. The system supports 24/7 service with three-shifts operating across many different time zones worldwide.

LLP Group has maintained the role of technical support for more complex situations. At the same time, LLP Group continues to serve as the implementation partner for expansion into new markets and throughout company initiatives where software development is required.

Integration with any bank in the world

In countries where there are a large number of payment transactions, Menzies Aviation has implemented LLP Group's Bank Payment System, which enables direct communication between Infor SunSystems and banks across the globe. System functionality allows for the processing of incoming and outgoing payments. Over the last two years, the Bank Payment System has been implemented in 10 countries and communicates with 28 different banks located across 20 countries.

Based on SunSystems recommendations, a designated employee selects transactions that are pending payment and approved for processing. The Bank Payment System collates all necessary data and sends it to the relevant bank for payment processing. For incoming payments, the Bank Payment System reads electronic bank statements and matches movements with transactions in SunSystems to validate matching accuracy and efficiency while executing the accounting for other bank transactions, such as bank charges, exchange rate differences, etc.

"Approximately 3,000 transactions go through the Bank Payment System each month. With this system, we save time while ensuring the accuracy of our accounting, the traceability of all transactions, and also to remain compliant with our internal audit requirements," said Jan Slunský, Vice President of Financial Systems at Menzies Aviation.

Purchase management with iPOS Procurement

LLP Group also recommended and implemented the iPOS Procurement module, within Infor SunSystems, for Menzies Aviation to increase management efficiency in the purchasing cycle - from purchase requisition and approval to final invoice processing. The Bank Payment System then automatically prepares these invoices for payment. iPOS provides all necessary approval mechanisms, such as approval limits for a given product series, approval hierarchies, etc. It also addresses unresponsive approvers.

Cooperation that works

"Given the complexity of the software systems LLP Group has delivered to us, it is crucial that this system remains reliable around the clock, at an acceptable operating cost, and with minimal demand on our employees' time. We make minor changes ourselves, as needed, and LLP Group helps us with more substantial changes," said Jan Slunský, Vice President of Financial Systems at Menzies Aviation.

About LLP Group

LLP Group provides business consulting and software services to local and international companies worldwide.

LLP Group focuses on the operational, financial, analytical, reporting and asset management needs of local, regional and global organizations.

More information on: www.llpgroup.com