

# Case Study: American Airlines' Finance Automation Through Trintech and SAP

**William Mohler, Manager Accounting Automation, American Airlines**  
**Alison DeVad, Sr. Manager Systems Automation, American Airlines**  
**Samson Bialostok, Strategic Account Manager, Trintech**

Las Vegas

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2024

**SAP**insider



## In This Session

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How did SAP, American Airlines, and Trintech transform Record-to-Report processes?



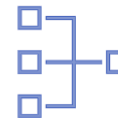
High-Volume Transaction Matching



Automated GL & SL Account Reconciliation



Journal Entry Approvals & Workflows

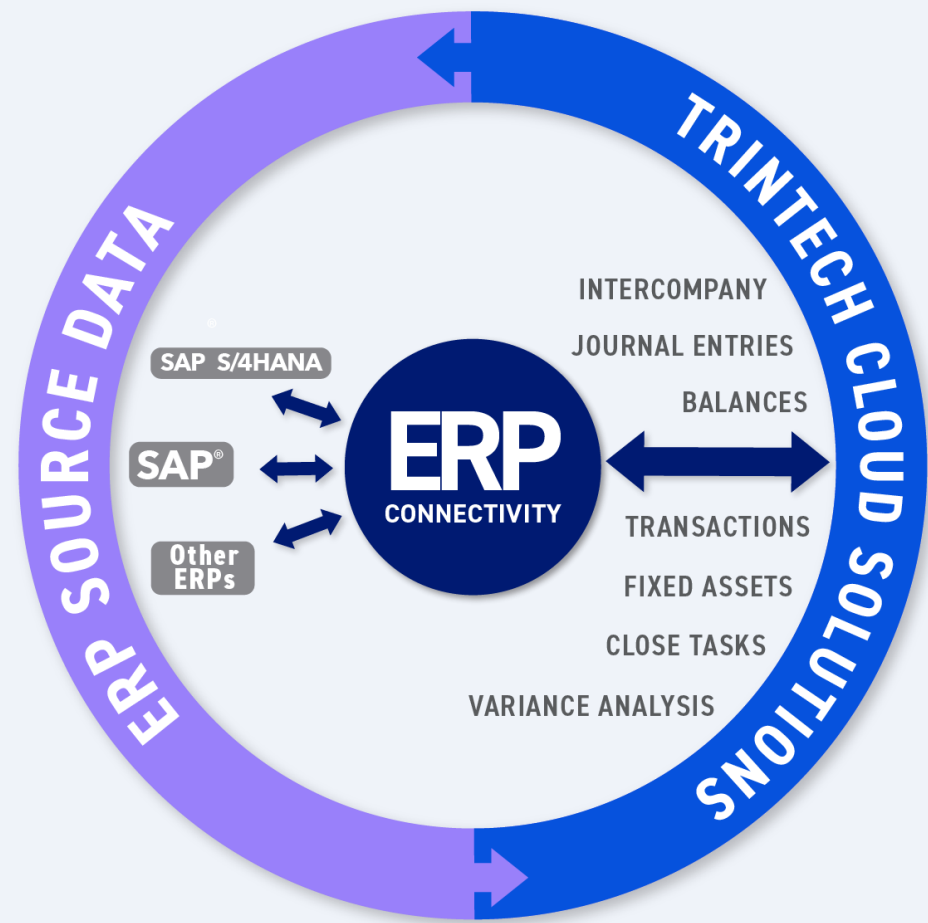


Close & Compliance Task Management



ERP Integration & Data Consistency

# Leading Enterprises Partnering with Trintech to Drive R2R Automation

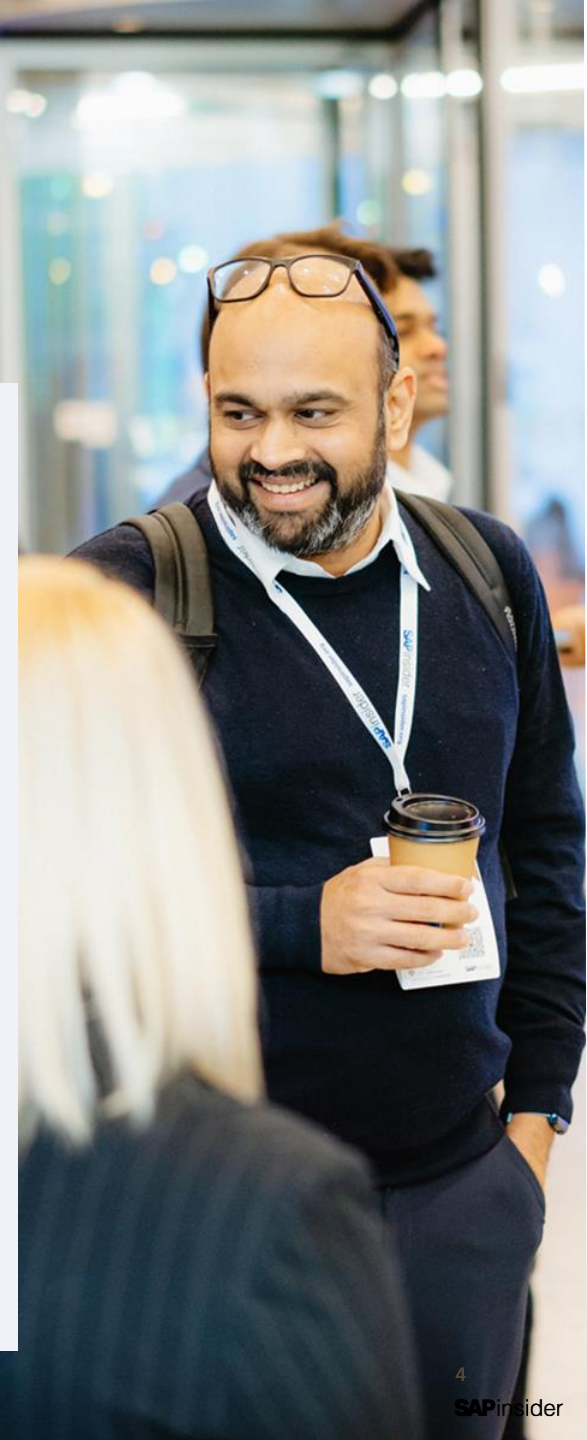




# What We'll Cover

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- Introductions
- American Airlines' Transformation Journey
- Panel Discussion
- Wrap-Up



# Introductions

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**Alison DeVad**, *Sr. Manager Systems Automation*  
American Airlines



**William Mohler**, *Manager Accounting Automation*  
American Airlines

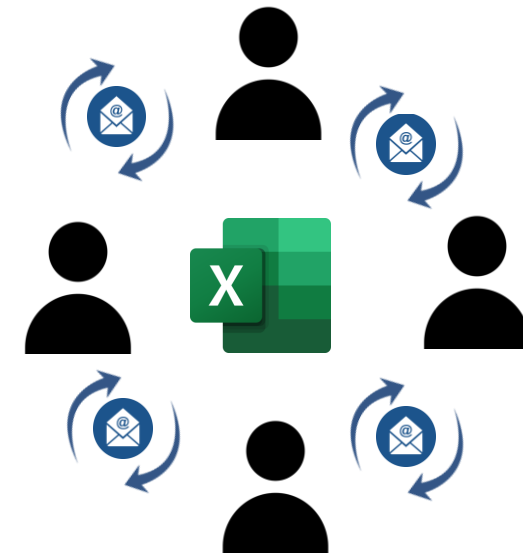


**Samson Bialostok**, *Strategic Account Manager*  
Trintech

# American Airlines' Landscape Pre-Cadency

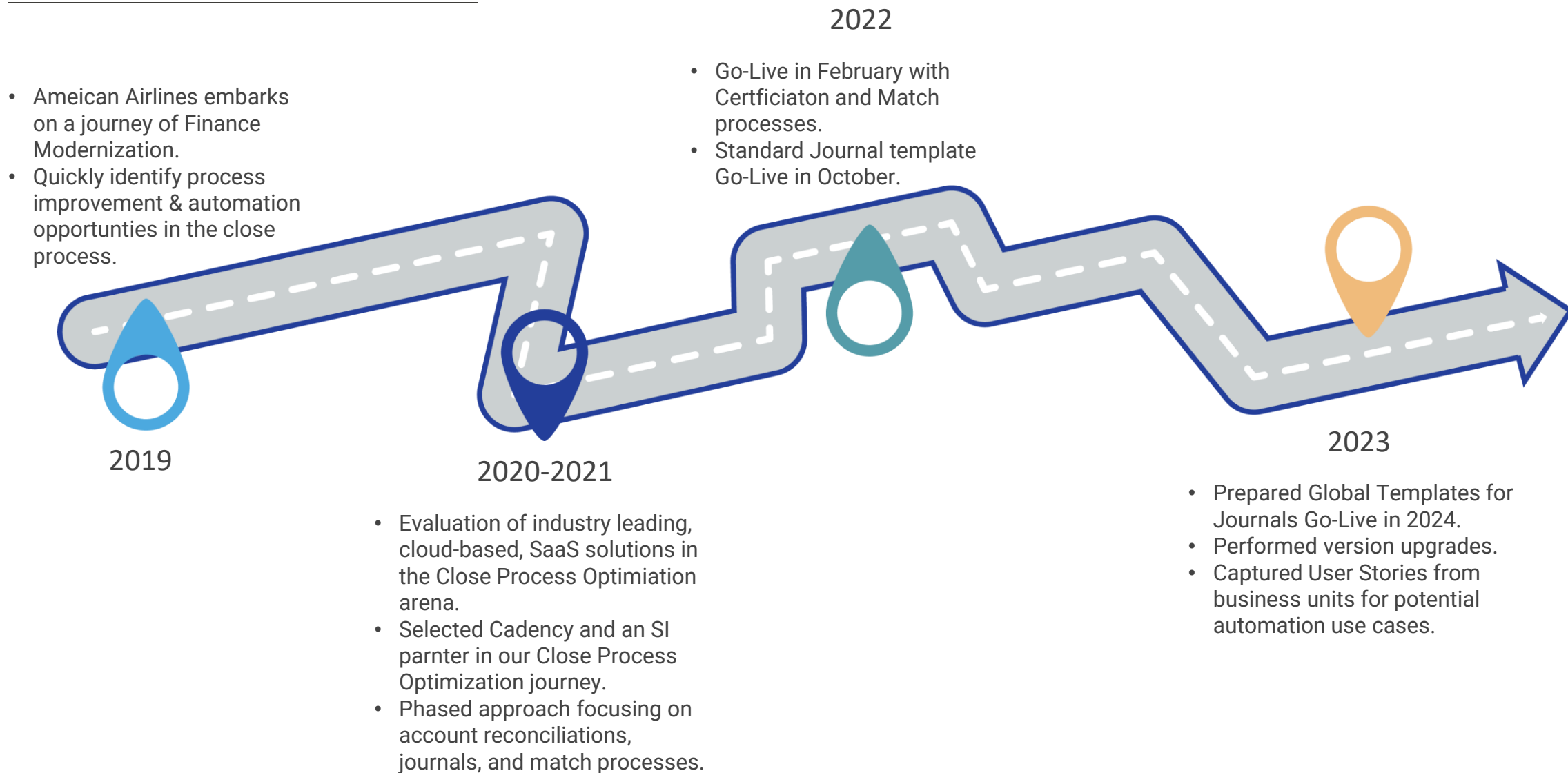
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- ✖ Manual Journaling decentralized across orgs
- ✖ EOSL Excel template
- ✖ Lacking approval workflows for manual journals of invoices

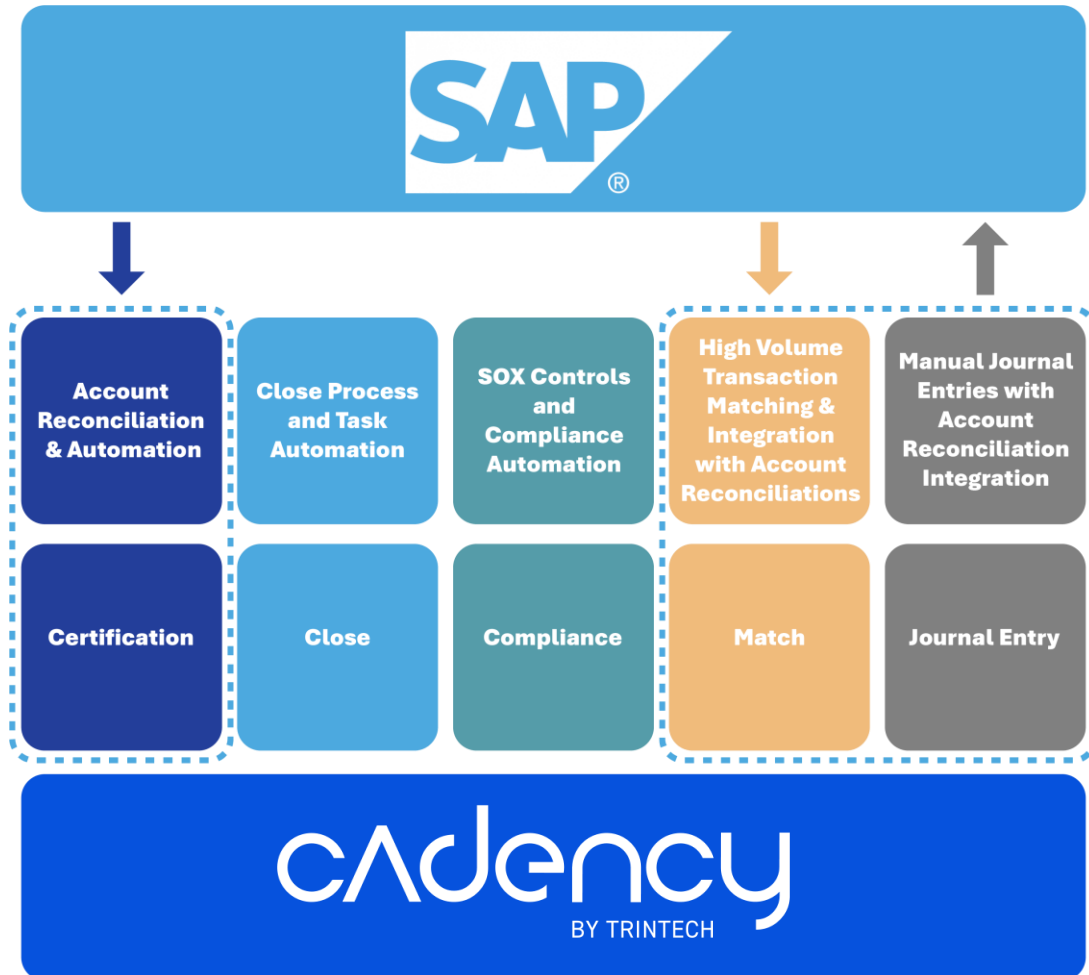


- ✖ Account reconciliations 100% manual using Excel
- ✖ Decentralized repository for workpapers
- ✖ Poor reporting visibility for tracking reconciliation progress

# American Airlines' Digital Transformation with Cadency



# American Airlines' Utilization of Cadency



- ✈ Centralized repository for all things account reconciliations and manual journal entries
- ✈ Rules engine driven automation
- ✈ Standardization reconciliation processes across business units
- ✈ Integrated reporting
- ✈ Journal integration with reconciliations
- ✈ SAP and 3<sup>rd</sup> party integrations
- ✈ Fully auditable attestation approval workflow
- ✈ Enhanced journal entry approval workflow

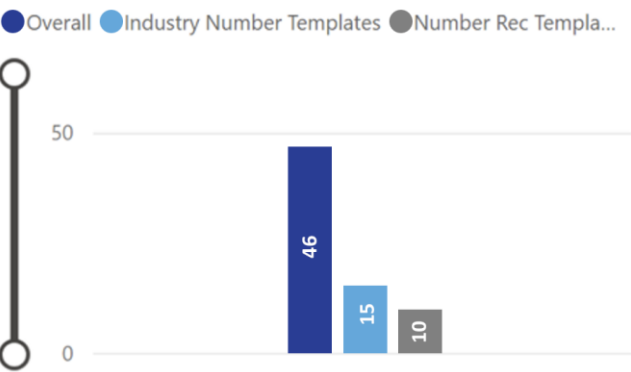


# American Airlines' Utilization of Cadency

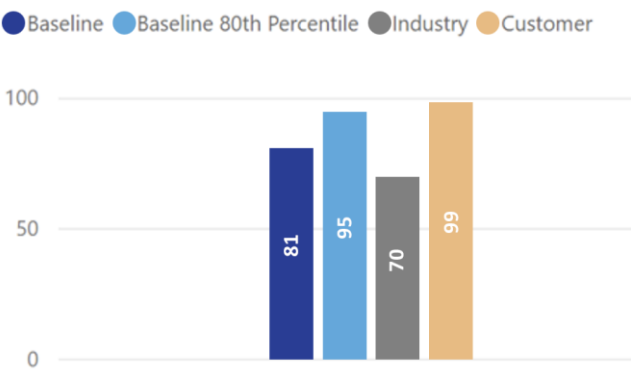
Industry	Period	Industry Averages				
		AvgPercentOnTime	AvgPercentLate	AvgPercentRejects	AvgPercentBulkRec	AvgNumRlitemsPerRec
Shipping & Transportation	2023-01	52.57	47.43	4.61	13.45	0.14
Shipping & Transportation	2023-02	58.82	41.18	3.78	12.90	2.16
Shipping & Transportation	2023-03	70.77	29.23	7.01	9.65	0.07
Shipping & Transportation	2023-04	62.26	37.74	4.59	15.44	0.37
Shipping & Transportation	2023-05	69.85	30.15	5.03	15.72	0.06
Shipping & Transportation	2023-06	69.05	30.95	7.84	9.65	1.06
Total		64.74	32.96	5.38	14.52	1.53

Company	Effective Date	Company Averages				
		PercentOnTime	PercentLate	PercentRejects	PercentBulkRec	AvgNumRlitemsPerRec
American Airlines Inc	2023-01-31	94.11	5.89	5.40	0.05	0.50
American Airlines Inc	2023-02-28	96.88	3.12	3.77	0.00	9.73
American Airlines Inc	2023-03-31	98.63	1.37	6.76	0.00	0.04
American Airlines Inc	2023-04-30	97.50	2.50	3.80	0.00	1.56
American Airlines Inc	2023-05-31	99.02	0.98	3.92	0.00	0.00
American Airlines Inc	2023-06-30	98.18	1.82	3.58	0.21	3.93
American Airlines Inc	2023-07-31	98.79	1.21	4.11	0.05	0.00
American Airlines Inc	2023-08-31	98.79	1.21	2.70	0.00	8.55
American Airlines Inc	2023-09-30	98.22	1.78	3.62	0.00	10.36
American Airlines Inc	2023-10-31	97.90	2.10	3.16	0.00	0.00
American Airlines Inc	2023-11-30	99.77	0.00	3.46	0.23	0.00
Total		97.98	2.00	4.03	0.05	3.15

Max Templates Used

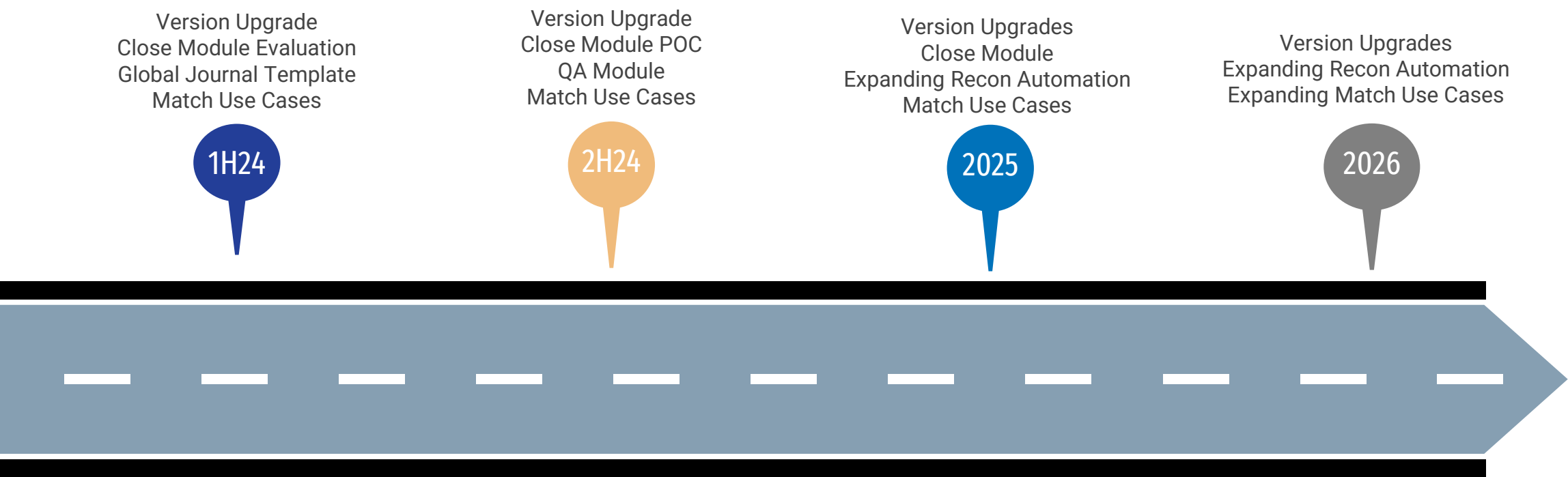


Median Percent Prepared on Time Last 6 months



# American Airlines' Cadency Roadmap

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# Panel Discussion

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**Alison DeVad**, *Sr. Manager Systems Automation*  
American Airlines



**William Mohler**, *Manager Accounting Automation*  
American Airlines



**Samson Bialostok**, *Strategic Account Manager*  
Trintech

# Wrap Up

- Standardize & Centralize Reconciliations
- Standardize Journal Entry Process
- ERP Integration

**Start With Quick Wins**

**Standardize Processes**

- Increased Compliance
- Training
- Utilize Workflows and process integration
- Standard Reporting

**Layer In Automation**

**Optimize Further for Efficiency**

- Reduce Manual Efforts
- Automate & Automate More

- Leverage system functionality
- Recurring release & adoption of new functionality
- Utilize benchmarks and insights for process measurement

# Key Points to Take Home

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- Manual reconciliation processes are not sustainable
- A centralized “source of truth” breaks down silos
- Use automation to improve financial close processes, managerial visibility, and reduce risk
- Easy and comprehensive integrations to your ERP are mandatory for a “source of truth” to work
- With the right tools in place, finance teams can reduce effort spent on menial tasks and do more with less



# Where to Find More Information

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[Blog and Webinar - Optimizing the Close Outside the ERP](#)

[Global Process Standardization Case Study – COTY](#)

[Multi-ERP Case Study – SIEMENS](#)

Robert Kugel, Ventana Research, [Not Your Grandpa's Consolidate and Close Software](#)

Panorama Consulting Group, [“Managing Multiple ERP Systems: Should You Even Try?”](#)  
(ERP/Installation SMEs, Oct 2022)

# Thank you! Any Questions?

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# SAPinsider



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