

A PROCUREMENT PROCESS READY FOR TAKEOFF.



Jazeera Airways Digitizes Procurement with Raindrop

95%

REDUCTION IN PO
PROCESSING TIME

90%

SPEND MANAGED
IN RAINDROP

100%

ELECTRONIC PO
DELIVERY

RAINDROP
SOLUTION:
**PURCHASING
& SUPPLIER
INTEGRATION**

In the airline industry, timing is everything. And when your business runs on precision and scale, inefficient procurement workflows can slow everything down. Jazeera Airways, a leading airline carrier based in Kuwait, recognized this risk and decided to launch a digital transformation plan to modernize its procurement and supplier onboarding process.

With a growing network of destinations and complex internal controls, the Jazeera team needed a procurement system that could move as quickly and compliantly. Deputy CEO & CFO Krishnan Balakrishnan selected Raindrop to streamline the purchasing process, as the solution could scale with the airline's growth while meeting rigorous audit and compliance requirement. Leading that transformation was Vinod D'souza, Finance Coordinator.

CLEARING OPERATIONAL TURBULENCE OVERCOMING THE BOTTLENECKS OF MANUAL PROCUREMENT

Before Raindrop, Jazeera's procurement process relied heavily on paper and manual approvals. Each PO required multiple physical signatures, from department initiators to Finance heads. This results in a process that could take anywhere from a day to a full week.

The decentralized, paper-based workflow posed several key challenges:

- Time delays and bottlenecks caused by approver availability and manual routing
- Lack of audit readiness and inconsistent record-keeping across departments
- Limited visibility into procurement activity, especially across teams
- Supplier onboarding inefficiencies, which stalled PO issuance

"We had to collect physical signatures from multiple approvers, which made the process slow and complicated. It just wasn't sustainable for a growing organization."

SRINIVASAN KRISHNAN
Assistant Manager Finance,
Jazeera Airways

PREPARING PROCUREMENT FOR TAKEOFF

To address these issues, Jazeera Airways selected Raindrop as a centralized, automated platform for issuing POs and procurement governance. Working closely with Raindrop's implementation team, Vinod and his colleague in Finance, Srinivas Krishnan, built a detailed approval matrix tailored to Jazeera's internal controls and delegation of authority.

"It was a big challenge to bring everyone from manual to the system," shared Vinod. "At first, we trained everyone together, but later moved to department specific sessions, and that really helped."

Raindrop's Customer Support team played a critical role in Jazeera's success. They were quick to respond, provided detailed guides, and ensured coordination was smooth and efficient. The team also taught Vinod to manage workflow changes so Jazeera could keep improving the process without any delays. Vinod described the support as "outstanding" and "very commendable."

KEY ELEMENTS OF THE ROLLOUT INCLUDED:

- ◆ **Automated PO workflows** that replaced manual routing with real-time approvals
- ◆ **Detailed approval matrix** to reflect Jazeera's complex, multi-level signoff structure (including budgeted vs. unbudgeted scenarios)
- ◆ **Supplier master integration**, which enables real-time PO issuance directly to vendors
- ◆ **Document and contract upload** to support finance audit trails
- ◆ **Hands-on onboarding and training**, including department-specific sessions to ensure full adoption



95% FASTER PO PROCESSING TIME TRANSFORMING PROCUREMENT EFFICIENCY AT SCALE

Since implementation, Jazeera has seen dramatic improvements in procurement speed, governance, and control. Some of the most significant improvements include:

- ◆ 95% reduction in PO processing time, down from days to minutes
- ◆ 90%+ of managed spend processed through Raindrop
- ◆ Improved compliance with full audit logs and documentation aligned to internal policies
- ◆ Greater agility, enabling urgent orders (even after hours) through draft workflows and email confirmations
- ◆ Flexible workflow ownership with in-house capability to manage and tweak approval chains without waiting on external help



"Now the PO process is immediate, sometimes within 5 minutes if the approver is available. Earlier, the process could take up to a week because we needed multiple physical signatures."

VINOD D'SOUZA

Finance Coordinator, Jazeera Airways



A MODERN PROCUREMENT SYSTEM BUILT TO FLY

With Raindrop firmly embedded in daily procurement operations, Jazeera is now looking ahead. The team is currently using Oracle but is evaluating a new ERP platform to support business growth, but they plan to stick with Raindrop as it remains an essential tool for maintaining procurement continuity, compliance, and efficiency.

As a publicly listed airline with strict audit and compliance needs, Jazeera Airways has built a procurement process it can rely on. By moving from a fragmented, manual approach to a centralized digital platform, the company is now equipped to handle complex procurement at scale. For D'Souza and the broader finance team, the goal was always to modernize and streamline procurement across the business.



"Procurement goes beyond just making purchases. It's about facilitating smarter, quicker decisions while ensuring complete transparency."

KRISHNAN BALAKRISHNAN
Deputy CEO and CFO,
Jazeera Airways



Ready to streamline your procurement process?

Raindrop us a line at hello@raindrop.com