



The Koninklijke Luchtvaart Maatschappij (KLM) is the national airline and one of the ten largest employers in the Netherlands. KLM's home port is Schiphol Airport near Amsterdam.

- Annual revenue of €10 billion (2022)
- Services 25 million passengers (2022)
- Employs more than 33,000 people.

Key Benefits

- ✓ Better insights into business changes for timely decision-making.
- ✓ Streamlined financial planning processes without replacing legacy systems.
- ✓ Detailed insights into route profitability and cost allocation



We believe our journey with OneStream can serve as a blueprint for other airlines looking to enhance their route profitability analysis. Our experience demonstrates that with the right tools and approach, significant improvements in route financial management are attainable.

- Stefan van Heukelum
KLM Royal Dutch Airline

KLM

Case Study

Financial Planning, Managed Services (Application Lifecycle Management), and ESG Reporting

BUSINESS NEED

In 2020, only 11 million customers travelled with KLM due to COVID. This marked a significant drop from their previous record of 35 million customers. Understanding and responding swiftly to these business changes is KLM's primary goal. Therefore, they initiated their digital transformation project, Streamliner, as early as 2019.

ENGAGEMENT

KLM selected AMCO Solutions and OneStream to implement their Financial Planning Models. OneStream and AMCO are currently at the end of Phase 1, where they implement a driver-based planning model for their various business areas, and going live in Q1, 2024.



Flight OPS



Inflight



Fuel

In 2020, AMCO was involved for their expertise in OneStream. After the successful go-live of Inflight and KLM Fuel in 2021, KLM proved that a phased go-live approach works.

- New Solution, no legacy systems will be replaced.
- Phased approach over 3-year time in a Co Build Model.
- Team of 3 FTE (AMCO and OneStream).

Route Profitability

This is an extensive driver-based planning (12 models) to understand their route profitability. This requires the ability to allocate all the costs of the business, via drivers, to all the flights KLM operates so they can gain a view into profitability at a very granular level to assess performance across the network.

The success of this big project was made possible by the combined effort and hard work of AMCO's project team from APAC and Europe.

ESG Project – Scope 1, 2, 3

- ESG Project, CSRD Scope 1, 2 & 3
- ESRS standards
- Integration to Air France / KLM
- Location-Based and Market-Based calculations
- Renewi Waste database using EURAL codes
- Treatment code of Waste in Accounts
- Design sign off June 2024
- Go-Live date end of 2024
- Automated UoM translation and consolidation
- Limited version of EU Taxonomy