

## Case Study : Oil & Gas

### Company Brief

A European based Petro-Chemical refinery having its operations (both upstream and downstream) in the Emirate of Sharjah, UAE

### Background

The company had put in place an enterprise-wide solution from a reputed software house for asset/works/materials management at its main facility. The purpose was to schedule and manage the preventive maintenance of various Production, Flow-control equipments, tools and material handling equipments.

Though the technology of this software was new and promising, the potential of its utility was severely limited by lack of quality of MRO (Maintenance, Repair and Operations / spares information/ equipment information) item data. The existing information was originally from various Legacy systems. This had resulted in multiple item and vendor masters. The information within them were unreliable, inaccurate and obsolete. The accuracy factor, especially for the stocked items, was unreliable. The location information (store/bin/rack) for many records was either not present or non-reliable. Some of the equipments and spares in the plants were not electronically traceable.

The end result of all of this were prolonged downtime whenever an equipment was down for maintenance or out of service. The ordering cycles were lengthy with many confirmations and re-confirmation processes. The quality issues with the data turned out to be too expensive to ignore anymore.

### Statistics

There were close to 250,000 line items, more than 3000 suppliers from 4 store locations combined. All of these had to be obtained as flat files. There was also an additional 15,000 direct charge items (those procured 'out of the system' with very little descriptive information).

## Timeline

Griha had a mandated timeline of 8 months to complete this exercise, including the activity of offshore data cleansing and onsite plant walk downs.

## Solution

Griha has taken up the challenge and lived up to client's expectation. A complete cleanup of existing data was required. It was not merely an electronic scrubbing exercise. It required the following:

- Classification of the information to a global standard (UNSPSC)
- Cleansing, standardization and normalization of existing descriptions and vendor details.
- Application of an attribute schema and generation of class specific templates.
- Sourcing of information from suppliers and external sources and validation of existing descriptions.
- Recognize and eliminate Obsolete and incorrect entities from the description.
- Cataloguing of un-tagged items in the plant by conducting "physical walk-downs"
- Conversion into a standard load format and loading of content into the target system.

## Business Benefits

- Considerable reduction in the inventory size due to effective de-duplication
- All of the store-room items were now tagged, marked, and accounted for.
- It had direct impact on the order cycle of critical MRO items.
- Most current Supplier details were present
- Most current and supplier's official / approved content.
- Standardized data across enterprise which can be programmatically handled.
- Classification enabled effective spend analysis.