CASE STUDY

Helping Saudi Aramco Shell Refinery Company (SASREF) become a paperless organization



Key facts:

Company: Saudi Aramco Shell Refinery Company (SASREF)

Website: www.sasref.com.sa

Industry: Downstream oil and gas, refining

Octave products used: Tempo Operations Management *(j5 Operations Management Solutions)*

Key benefits:

- Elimination of spreadsheet and email communications when managing actions due to Tempo Action Management acting as the central action repository

Saudi Aramco Shell Refinery Company (SASREF) is one of the world's largest and most technologically advanced refineries, with a production capacity of 305,000 barrels per day (b/d).

SASREF is committed to rigorous environmental controls and emission monitoring procedures meeting stringent environmental performance criteria.

A single centralized control room enhances operational control of the whole refinery while maintaining plant safety and integrity and equipment reliability.

The problem

SASREF was using various time-consuming tools in its allocation of actions, workflows, tasks and activities by using spreadsheets and email communications. This resulted in tough effort in tracking, tracing and monitoring actions, lowering coordination, focus and operational productivity.

Across the business, different action owners were using dissimilar techniques and methods to manage open actions and there was no proper archive of completed actions.

SASREF wanted to procure an action management software solution to provide greater visibility, retrievability and tracking of actions.

SASREF also wanted to implement an electronic operational calendar with workflow capabilities so employees could monitor their daily productivity and progress.

Key benefits

- Clear, standardized processes for different owners managing and completing actions with consistent formatting, structure, workflows and content entry
- Aiding SASREF's desire to operate safely and responsibly with the removal of paper, benefiting the environment
- Dramatic reduction in time retrieving any backlog of actions with the ability to now monitor the progress of actions through Tempo Operations Management dashboards and reports in real-time
- A centralized and configurable action management system
- A high level of action tracking through the advanced workflow capabilities
- Interaction of actions with operational data which employees can view as an operational calendar, aiding productivity and progress

How Tempo Operations Management solved the problem

SASREF evaluated action management software solutions in the marketplace and selected Tempo Operations Management solutions due to their track record with other customers with similar operating environments in Saudi Arabia. Tempo Action Management (formerly j5 Action Management) was specifically selected to fulfill SASREF's requirements.

Tempo Action Management allows users to assign, define, manage and track actions. These actions have standard workflows which allow users to manage their part of the process with ease. The structured escalation and monitoring processes within Tempo Action Management benefit SASREF, with more effective managing and tracking of actions reducing the backlog and increasing operating efficiency and control.

Tempo Action Management users at SASREF find managing daily actions easier, quicker and clearer compared to the older processes (spreadsheets and email communications).

This employee buy-in provides enhanced performance and high-level accountability for daily actions.

As Tempo Operations Management is an extendable and configurable framework of applications, SASREF is currently integrating more manual workflow processes into the system to further support its goal of becoming a paperless organization.

"Tracking high-level actions in Tempo Action Management has been key in helping SASREF reach our objectives. The time to retrieve any backlog of actions has been reduced dramatically and we have eliminated spreadsheets and email communications when managing actions. Tempo Action Management aligns with SASREF's vision of becoming a paperless organization."

Tempo Action Management team
Saudi Aramco Shell Refinery Company (SASREF)

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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