

Case Study

Oil and Gas Retail

FMC Digitalisation Process Flow



Client Background

Shell is a national supplier of petroleum products and have a proud record of presenting a global brand and an extremely high level of compliance with health, security, safety and environmental standards. Shell supplies their fuel and convenience products through a vast network of retail and commercial sites across South Africa. The Pragma Facilities Management Centre (FMC) maintains 400+ retail using a range of business processes and technologies.

Key Challenges

- The FMC is committed to optimising their work, planning and control processes to improve efficiency and save costs. Pragma embarked on a journey to digitalise their business process using a range of fit for purpose applications.
- The Shell Global Management team wanted to understand the digitised process and the exact role and value of each application.

Value Add

- The Shell Global Management team has a clear understanding of the digitalised processes and their supporting applications.
- A 20 minute overview is now available to inform any of the Shell management team of how all the application form part of the work, planning and control process.
- Centralised data source with several applications.
- Demonstrates the extent of Pragmas information management and control.

Work Order Life Cycle Throughout Digitalisation Process



Pragma Intervention

- Pragma illustrated the role and features of the following applications within the process:
 - Retailer Portal: Enable Retailers to log a call by scanning a QR code
 - Field Engineering application: Simplify and optimise the process of onsite field inspections
 - HSSE Logger: Captures all HSSE events logged and translating them into useful data
 - Work Manager Application: Maintenance is performed in a digital environment with real-time data transaction at the point of performance
 - Contractor Portal: Simplifies the process of managing information of work delivered and payments by various contractors
- The assurance, performance and waste reduction of each application was listed
- Short explainer videos were created for each application

Tools and Technology

- On Key Enterprise Asset Management System
- Retailer Portal
- Field Engineering application
- HSSE Logger
- Work Manager Application
- Contractor Portal