Leveraging Operational Intelligence to Improve Service Reliability & Customer Satisfaction

Industry: Petrochemicals

Summary

In their pursuit of excellence and promoting transparency within the organization, a leading petrochemical company desired to automate the performance management and empower people with the analytics.

The objective was to achieve single source of truth through IT-OT integration, standardize definition of Key Performance Indicators (KPIs) across the organization, and bring visibility in all facets of performance. The expectation was to bring cross-functional visibility in and across the different functions. In a major stride all the major functions were brought into the scope covering Operations, Maintenance, Reliability, Health Safety Environment, Finance, Sales & Marketing, Supply Chain, Sustainability & External, Human Resources and IT.

Business Challenges

The challenges included perspectives from both business as well as technology:

- Performance management parameters were managed using Ms Excel and lot of efforts were spend in preparing the reports
- As most of the reporting was static in nature there was little provision for analytics.
- Lack of data discipline due to manual data handling
- More time spent on reporting than analysis
- Synergy of information reporting spread across applications
- Excel syndrome in reporting
- Roadmap for adopting BI to plug gaps between People, Process & Technology

Rolta Solution

Rolta was contracted to provide critical solutions, leveraging its domain knowledge and technology expertise. Rolta consultants executed a detailed discovery phase, to understand the detailed requirements across diverse multi-functional teams, and provide advisory services.

Rolta team outlined roadmap, built blue prints and delivered prototype. A comprehensive enterprise wide manufacturing intelligence solution was developed leveraging ROLTA OneView™ Suite and commissioned in short span of 5 months to cover all functional areas.

The comprehensive solution spans - top level Enterprise Dashboard, 10 Departmental Dashboards, 1,483 Reports, 360 Knowledge Model Tables, 272 ETL components, 320 workflows, 28 Jobs, 255 SAP Extractors for - MM, SD, PP, PM, FI, CO, HR; DA/HDA OPC Connectors for 8,590 Tags, Connectors for - MS SharePoint, Excel, ISA & Exchange Servers.

Business benefits and Impact

The customer has achieved near real-time IT-OT integration. A single source of truth has been built enterprise wide, with consistent BI & Analytics solutions for cross-departmental use. The solution is helping drive proactive culture aimed at achieving excellence.

About Rolta

At Rolta, we envision a better future, and then design technology to create that future. Our innovative IT solutions span various verticals, including Utilities, Transportation, Process, Power, Banking and Insurance. Through our cutting edge software for mapping and earth sciences, we also provide a complete array of solutions for Defense and Homeland Security, including C4ISTAR information systems, Military Communications, Digital Soldier and Vehicle Systems. Our team diligently works to exceed our customers' expectations, and has successfully executed strategic projects in over 40 countries.