



# Case Study SHELL



## Client Background

Shell contracted Pragma to run their Facilities Management Centre (FMC) to manage the 100+ contractors, suppliers and consultants who render maintenance and refurbishment tasks/projects for Shell Retail sites in South Africa. The uptime of critical assets such as fuel dispensing units, are crucial for the efficient service delivery of a retail site. A sound and effective contractor management process must be in place to provide a quick response to maintenance requirements to ensure asset availability.

## Key Challenges

An improved process and complete automated solution was required by the FMC to

- manage contractors against Service Level Agreements (SLAs)
- have a clear view on the progress of Work Orders
- measure internal staff performance
- Keep the Shell retail site manager informed on the progress of work
- Pro-actively trigger alarms when work orders reach their expiry levels and keep relevant parties informed.

“Our experience with On Key Express was initially a bit of a challenge, as it often is with the implementation of new systems. However, with Pragma’s support and the frequent use of the application, it became quick and easy to process and submit our invoices. On Key Express is a very easy to use and helpful program in our company.”

PKI

## Pragma Intervention

- Upgraded from On Key 4 to On Key 5 and implemented the use of Service Management.
- Configured multiple service levels to manage both contractors and internal staff.
- Configured triggers to send out notifications according to SLAs.
- Configured SLA percentages.
- Implemented process changes to inform the retailer when work is actioned.
- Distribute a weekly report to both the contractor and retailers with data on the progress of work.
- Automated contractor invoicing.



## Performance Improvement

- Effective management of SLAs
- Improved contractor utilisation
- Effective management of the Call Centre staff
- Availability of real time asset information for effective decision-making and follow up
- Mitigated risk with automated controls
- Cost savings with improved contractor management.
- The FMC took control of contractor and staff activity by automating the management of SLAs and generating real time visibility on the progress of work orders.

## Tools and Technology

- On Key Maintenance Module with Service Management
- On Key Express
- On Key Analytics
- Work Planning and Control
- Contractor Management