



Case Study Shell



FMC Background

The Shell Facilities Management Centre (FMC) manages more than 100 contractors, suppliers and consultants to render maintenance and refurbishment tasks/projects for Shell Retail sites in South Africa.

The management and control of the invoicing of these contractors was an administrative intensive process and rendered challenges in providing the strict financial control required by Shell.

Key Challenges

The FMC management team initiated a project to:

- develop a less administrative intensive invoicing process
- to shorten the invoicing period
- to put more controls in place to enhance their already effective financial management process.

” *“Like with most new implementations, our initial experience with On Key Express was a bit challenging. However, after consultation from Pragma and frequently using the application, it became quick and easy to process and submit our invoices. The implementation of this user friendly system does make it a lot easier for contractors to interface with a client from an invoicing perspective.”*

Lindi Coetzee, PKI Projects

Pragma Intervention

- The FMC implemented On Key Express (OKX), a software application tool in support of the On Key Enterprise Asset Management system.
- Contractors were given access to OKX to:
 - check and manage their Work Orders (status changes on the progress of work and feedback on the work done)
 - invoice completed work.
- Agreed contractor rates were set up in On Key to pull through to OKX to ensure the correct invoicing amounts.
- The On Key Validation module was implemented for the FMC contractor manager to validate invoices before final approval.



Performance Improvement

- Shortened invoicing cycle with direct invoicing on the system
- Automated invoicing process improved the accuracy of invoices and minimised human error
- More effective financial control
- More efficient staff utilisation.

The successful implementation of OKX and the associated processes and controls have streamlined the invoicing process to render better financial management and improve contractor management.

Tools and Technology

- On Key
- On Key Express
- Financial Management
- Contractor Management