



HEXAGON  
PPM



## DOWNSTREAM OIL AND GAS / REFINING CASE STUDY

# Saudi Aramco Shell Refinery Company (SASREF)



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). Commercial production began in May 1985 and facility covers two square kilometers.

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 whilst maintaining plant safety and integrity, and equipment reliability. Advanced process control systems enable production to be maximized within product specifications.

### The Objectives

- Better tracking and retrieval of actions with accompanying workflows
- An operational data repository with an operational calendar to monitor productivity and progress
- An easy to use operations management software framework which could be configured to suit changing business needs
- A solution which had already been proven in Saudi Arabia
- The potential ability to become paperless in the future through integration with other SASREF workflows

### The Challenges

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.



## How j5 International Provided the Solution

SASREF evaluated Action Management software solutions in the marketplace and selected j5 International as its preferred vendor due to their track record with other customers with similar operating environments in Saudi Arabia. The **j5 Action Management** application was specifically selected to fulfill SASREF's requirements.

The j5 Action Management application 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 j5 Action Management benefit SASREF, with more effectively managing and tracking of actions reducing the backlog and increasing operating efficiency and control.

## Benefits of j5 Action Management to SASREF

j5 Action Management Software provides wider business benefits to SASREF, such as:

- Elimination of spreadsheet and email communications when managing actions due to j5 Action Management acting as the central action repository
- 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 j5 Dashboards, Reports and Views 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

j5 Action Management users at SASREF find it easier, quicker and clearer to manage daily actions compared to the older processes (spreadsheets and email communications). This employee buy-in provides enhanced performance and high-level accountability for daily actions. As j5 Operations Management Software is an extendable and configurable framework of applications, SASREF is currently integrating more manual workflow processes into the system to further support their goal of becoming a paperless organization.

## The Benefits

- An easy to use and configure Action Management software solution which tracks and records actions efficiently and effectively
- Saves time as previously difficult to retrieve closed actions can now be found quickly
- Real-time Action Management repository with clear search, monitoring, and filtering ability
- Drastic reduction of backlog actions with workflows that guide personnel through the process
- Supports SASREF's desire to become paperless with a central electronic Action Management repository, improving their environmental responsibility
- Ability to track high-level actions is a key feature, helping SASREF reach their objectives

## Customer Quote

*"Tracking high-level actions in j5 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."*

*j5 Action Management aligns with SASREF's vision of becoming a paperless organization."*

**j5 Action Management Team**  
Saudi Aramco Shell Refinery Company (SASREF)

**Contact j5 International for more information**

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