Automated IT demand management drives operational efficiencies

DATAMATICS®
Data to Intelligence

Industry

Oil & Gas

Overview

In today's emerging economies, Oil and Gas enterprises are striving to stay ahead in the cut throat competition. Majority of enterprises are collaborating with technology vendors for automating and simplifying their business operations to yield high profits while significantly reducing the operational costs. Web-based collaboration platforms help enterprises to streamline their business operations and make them more efficient, ensuring they are operating at peak performances with zero downtime.

UAE's Oil & Gas giant automates IT demand management process by leveraging SharePoint

Client

A UAE government owned multi-interest oil and gas group which is a global operator across various aspects of the energy sector value chain.

Business needs

The client wanted a technology partner to automate its IT demand management process. The need was to:

- Identify and manage hardware and software requirements by an automated web-based platform
- Generate meaningful analytical reports using IT demand related data to gain deeper insights for facilitating the decision making process
- Mitigate risks by configuring periodic reminders to update stakeholders with status reports
- Measure and monitor KPIs and SLAs for effectively managing IT demands across enterprise
- Graphical illustration of end-to-end process for better visibility and control

Challenges

- Access to IT demand related information across the group of enterprises was time consuming and complex
- Managing users interactions across all touch points in the process was a herculean task
- Paper based activities resulted in overall delay in the process with minimal accountability
- Archaic manual process was error prone and inefficient in adhering to SLA compliance

Datamatics' Solution

- Client collaborated with Datamatics to implement a web-based application by leveraging SharePoint 2010
- Developed customized Nintex workflows for identification, review, modification of request and approval of IT demand process
- Configured the web-based portal to provide end users with report generation and analytics capabilities
- Developed rule-based email alerts and notification at various checkpoints
- Developed sustainable web service application keeping in mind the future upgrades/migrations and compatibility with SharePoint 2013

Approach

- Datamatics' team of experts carried out a thorough and in-depth analysis of client's current IT demand management process and IT landscape to identify the best solution meeting the clients requirements
- Rapid deployment of automated web-based portal using SharePoint 2010 and Nintex workflows for managing IT demands efficiently
- Seamlessly integrated web portal solution with Microsoft Active Directory (AD) to define the user rights and permissions for managing user authentication and user data
- Configured report parameters and attributes in SharePoint site for generating meaningful and interactive reports in multiple formats
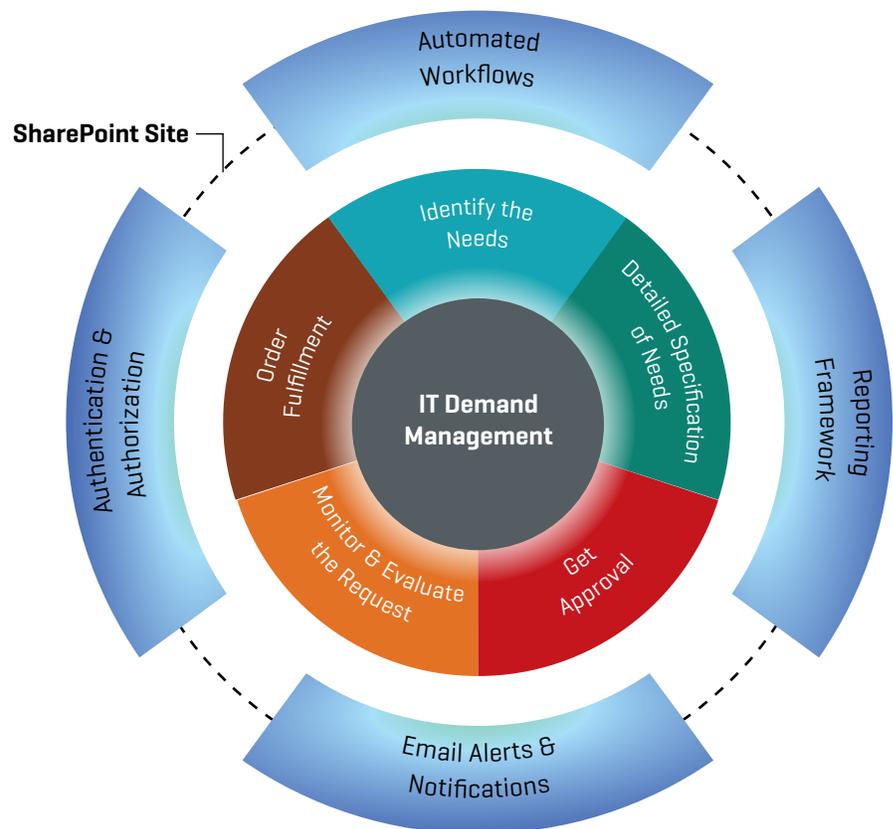
Benefits

- Empowered business users with powerful reporting capabilities to easily manage IT requirements
- Reduced errors and manual efforts ensuring greater cross-departmental interaction across the organization
- Automated the routing and approval of IT requests through customised workflows.
- Ensured good governance by providing better control over the IT demand management process
- Significant reduction in Turn-Around-Time (TAT) to respond to queries and monitor the progress of each query

Process

SharePoint Site

Automated Workflows

Identify the Needs

Detailed Specification of Needs

Order Fulfillment

IT Demand Management

Authentication & Authorization

Reporting Framework

Monitor & Evaluate the Request

Get Approval

Email Alerts & Notifications

Result

Datamatics successfully automated the IT demand management process to enhance the operational efficiencies with reduced TAT for the IT demand management process. The client was able to achieve greater degree of transparency and visibility across multiple touch points in their process bringing in cost effectiveness.

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