

A photograph of a male worker in a white hard hat and dark blue work jacket, looking down at a laptop computer. The background is a blurred industrial setting with large pipes and structures. A blue wavy line graphic is overlaid on the image, starting from the left and curving around the worker and laptop.

FUELING EFFICIENCY, GROWTH, AND COST-EFFECTIVE DELIVERY WITH ADMnext

In applying ADMnext for SAP Solutions, Capgemini helps a rising global Oil & Gas player expand in the face of adversity through a comprehensive SAP ERP transformation

Drilling down to a single partner

This organization is a global offshore oil company with operations in Asia, Africa, the Americas, and Europe. It is committed to safe oil exploration and production from conventional, cutting-edge, offshore, and oil sands assets. As a rising leader in the mid-market Oil and Gas sector, the company has been rapidly growing its business globally over the past few years.

However, the organization had experienced some challenges when it came to third-party partners that were supposed to be helping fuel more of this growth. The involvement of and dependency on so many third-party technology providers and vendors, many of whom lacked adequate knowledge of the company's inner workings, made business process execution increasingly complex. Meanwhile, the organization wanted to simplify complicated and lengthy monthly, quarterly, and yearly business process closures. Additionally, a large incident backlog and high turnaround time on issues and escalations – were hampering productivity.

As a result, the organization desired a single partner that could consolidate and simplify technical-level support in the form of a global SAP ERP implementation. This association would also need to address the simplification of complicated and time-consuming monthly, quarterly, and yearly business process closures as well as a substantial incident backlog that, coupled with lengthy turnaround times, had hampered productivity. With all these objectives in mind, the company reached out to Capgemini.

Client: A major offshore oil company

Industry: Energy and utilities

Client challenge: The company was seeking a trusted partner that could consolidate its vendor landscape and provide efficiency, growth, and cost-effective delivery during a market downturn and a global economic crisis

Solution: In utilizing ADMnext for SAP Solutions, the Capgemini team worked with the company to develop a global SAP ERP implementation and a program of incident, problem, change, and release management

Benefits:

- 25% reduction in ticket backlog and turnaround time for responses
- 51% efficiency improvement in effort per ticket resolution
- A substantially lower ticket count with failure mode analysis
- A 20% reduction in incident backlogs through heightened visibility and efficiency, which stemmed from intuitive dashboards and improved flow metrics
- 100% accurate monthly financial closures within two days
- Successful completion of all financial closures for eight consecutive quarters without escalations

Striking it big with ADMnext for SAP Solutions

This partnership saw the Capgemini delivery team take accountability for the company's entire SAP ECC platform, which resulted in substantial efficiency and cost effectiveness gains. In delivering these benefits, the team leveraged Capgemini's ADMnext for SAP Solutions, which combines SAP and ADM expertise and capabilities to enable transformation so that an organization can flourish on its journey to becoming a renewable enterprise.

The company worked with Capgemini's delivery team to implement dynamic reporting and collaboration solutions. These included the SAP Cross Reference tool, Virtual Visual Management (VVM), and the Right-time Dashboard tool. Overall, these tools addressed knowledge gaps and responded to complex and lengthy business processes in incident, problem, change, and release management, along with job monitoring. In addition, the implementation provided rapid incident resolution while real-time dashboards and flow metrics delivered operational transparency and real-time communication on SLAs and critical events. This ensured that the business could adequately track incident backlogs and address them on time.

As a first-time outsourcer, the company was able to achieve substantially heightened agility in resourcing and productivity gains, which were first realized through Capgemini's Pandemic Work-from-Home initiative. This mitigated human resource management and skill training risks as well as cut overall organizational costs. These efforts helped prime the company for growth and solidified its status as a low-cost producer.



The transition with Capgemini during the early stages of the pandemic was flawless. Capgemini provided us with the ability to pivot to a low-cost model, while improving quality and reducing risk. And this was all in the middle of the perfect storm – the pandemic and the oil price crash of 2020!"

The organization's CTO

Overall, the Capgemini delivery team drastically improved the company's operational performance and was able to secure a renewed contract with increased service scope. To date, Capgemini has helped the organization achieve the following benefits:

- 25% reduction in ticket backlog and turnaround time for responses
- 51% efficiency improvement in effort per ticket resolution
- A substantially lower ticket count with failure mode analysis
- A 20% reduction in incident backlogs through heightened visibility and efficiency, which stemmed from intuitive dashboards and improved flow metrics
- 100% data accurate month-end financial closures within two days
- Successful completion of all financial closures for eight consecutive quarters without escalations
- Helped cement the company's status as a low-cost producer
- Over 99.9% compliance in interface postings and 99.8% compliance in scheduled runs
- 100% compliance in SAP ECC – SAP BW variance checks.

Considering all the successes of this collaboration, the partners are already planning to expand the scope of SAP implementation into other areas of the business in order to take more risk off internal staff, help manage labor swings, and enable the organization to further thrive on its future growth path.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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