


AUTOMATING BUSINESS PROCESSES

TaskCentre®

ChevronTexaco streamlines its European quality assurance operation with TaskCentre®



“Orbis TaskCentre® scans our minutes database and attributes specific actions to the relevant individuals. The gains are twofold; supervisors waste less time on non-productive tasks and employees have their jobs assigned in a more accurate and accountable manner.” **Stephen Lester, Quality and Business Support Manager.**

Access Dimensions

TaskCentre®

The UK's leading Business Process Management Solution

Business Requirements

- ⇒ Effective monitoring and assignment of quality assurance activities
- ⇒ Greater employee accountability
- ⇒ Provision of real-time management information
- ⇒ Automatic identification and notification of credit violations

Solution Deployment

- ⇒ The automatic extraction, formatting and distribution of business critical information to key decision-makers
- ⇒ The simultaneous, intelligent monitoring of its Access Accounts, Lotus Notes and MS Access information systems

Business Benefits Delivered

- ⇒ Significant reduction in costs associated with quality assurance activities through the automation of critical business processes.
- ⇒ The monitoring and provision of real-time information to key decision-makers
- ⇒ An increase in company productivity and market competitiveness.

► Company

ChevronTexaco

► Industry

Energy

► Geographies

Global

Case Study: ChevronTexaco

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Orbis Software (UK)

ChevronTexaco is the world's fourth largest publicly-traded energy company and an international leader in finding, producing and marketing oil and gas. Active in more than 180 countries, the company's Caltex, Texaco and Chevron branded products hold top-tier rankings worldwide.

Its business extends beyond producing and refining chemicals through Chevron Phillips Co., which has interests in 30 power projects now operating or being developed across five continents.

With ChevronTexaco playing such an important role in the production of the world's energy resources, being at the forefront of quality assurance is fundamental to the success of its business.

Orbis TaskCentre® and the quality assurance team.

Adhering to the strict regulatory standards which surround quality assurance is a fundamental requirement for ChevronTexaco. However, with continued growth and the drive for greater efficiency, the workload on the European team was becoming costly in terms of time and money.

Stephen Lester, Quality and Business Support Manager for ChevronTexaco explained the situation, "With cost reduction, capital stewardship and staff restructuring becoming focal driving forces within our company, greater demands were being placed

on our European quality assurance team." He added, "In short, more jobs need to be done but with less resources."

As a result of this growing trend, manual use of its Lotus Notes system was becoming impractical. Indeed, the archaic requirement for key personnel to continuously enter this information source to up-date data or assign new assignments was escalating in terms of both time and money. Stephen highlighted this issue, "The Lotus Notes quality system is heavily used by the entire European operation." He went on to add, "Orbis TaskCentre® now facilitates the automatic identification of quality assurance tasks, filters the job by country and assigns it to the relevant individual or team. The savings in lost time and money through automation have been significant from day one."

Obviously, the traditional process of assigning quality assurance activities does not end there, as it is the responsibility of the supervisor to chase up any incomplete tasks. However, after the implementation of Orbis TaskCentre®, supervisors at ChevronTexaco now benefit through escalating reminders, that are sent to the relevant team members, until a specific task has been completed. Stephen highlighted this particular automated business process as a very real gain for the company, "Through automated escalation of job notifications, we can be assured that all quality assurance activities will be automatically monitored and

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completed, whilst also freeing-up supervisors to concentrate on more productive actions.”

With the newly formed quality assurance team, ChevronTexaco is now profiting from having a truly integrated approach to the management of its quality assurance activities. Indeed, the opportunity for key personal to meet more regularly has resulted in the minutes database producing a far more co-ordinated approach to task allocation. However, to complete this solid re-structuring and further drive for efficiency, ChevronTexaco’s minutes database is now triggered, by Orbis TaskCentre®, every time additions are made to it, and tasks are allocated instantaneously to the relevant employee.

It was this capability that Stephen and his colleagues saw as an excellent opportunity to drive efficiency and cut costs, “It is one thing to fully co-ordinate quality assurance through the establishment of a central team, but acting on the subsequent actions that are generated is where the gains are either made or lost.” He added, “Orbis TaskCentre® resolves this problem by scanning our minutes database and attributing specific actions to the relevant individuals. The gains are twofold; supervisors waste less time on non-productive tasks and employees have their tasks assigned in a more accurate and accountable manner.”

Orbis TaskCentre® and the company’s financial system.

Apart from quality assurance activities, ChevronTexaco has also used Orbis TaskCentre® to monitor critical financial activities within their Access Accounts system. The savings achieved were emphasised by Stephen, “As a multinational organisation, we have to efficiently identify credit violations and accounts exceeding their user authority. Traditionally, this had to be done by someone manually going into the data source and identifying changes. However, Orbis TaskCentre® now automates this process by querying the database, formatting the information as a report and sending the data, via e-mail, to the right decision-maker.”

When asked to comment on the future use of Orbis TaskCentre®, Stephen highlighted the on-going ROI, “The opportunity to write-back to databases or to automate other business processes is something we are continuously looking to do. To date, we have already identified a number of ‘Orbis projects.’ The monitoring, classification and reporting on the type and frequency of phone calls is just one example.”