Client Reference

Oil and Gas | Retail Contractor Management Reconciliation Dashboard

Client Background

The client makes use of contractors to perform work. The contractors receive payment based on invoices submitted and the statuses of the work. Many steps are automated, but in a few instances, manual intervention is needed if due process isn't followed.

The client investigated and found that contractors did not follow some manual steps, which caused a discrepancy between the client's ERP and their EAMS.

The client approached Pragma to develop an On Key Insights dashboard that would place the different systems' data into a single, easily accessible view.

Key Challenges

- Data is extracted from four separate systems to complete the payment process (client's EAMS, contractor's EAMS, client's ERP and Excel).
- No single team is responsible for the four different systems.
- The client must assemble the data from these systems in a clear and meaningful way.
- It is difficult to identify where data is lost between the sources and initiate corrective actions to address the errors.
- The Excel sheet will serve as master data and must be accessible to the end user to update as necessary.

Value Add

- On Key Insights makes data exploration and comparison simple.
- The dashboard offers a clear view of the connection between the different sources.
- Data is synchronised every hour to ensure the data's validity is shown when a source is updated.
- The online dashboard has a timestamp that indicates when last the data was refreshed.
- Mismatched or missing data is clearly outlined and can be exported for further use.
- With the complete overview of data, the client now has confidence in their data integrity.

> *The dashboard quickly became an invaluable tool in support of cleaning up the suppliers' statements. Apart from saving much time not having to link and update information manually, the report also highlighted incomplete data and transactions that were misaligned between the different systems. This enabled us to address the root causes of transactions getting stuck in the process.*

Pragma Intervention

- Developed an On Key Insights dashboard that facilitates easy navigation and data exploration.
- Configured a dashboard to reload every hour, ensuring data is up to date.
- Designed data extraction that allows end-users to update the master data Excel sheet as required without developer intervention.
- Granted specific access to particular users using user authentication.
- Retrieved and combined invoice related information from 3 different sources.
- Developed a mechanism to filter information on missing values, clearly identifying outliers.

Tools and Technology

- On Key Insights dashboard
- On Key EAMS - used by both the client and contractor
- Microsoft Excel is used as the master data to which additional information is linked