

Case Study

On Key Integration keeps Prowalco going amidst Legal Metrology Act amendments



This is a robust integration solution with zero downtime to date and opens the possibility to many more automation tasks within On Key.

Pragma Business Intelligence Engineer

95%
WO creation in 25 seconds of trigger

0%
Interface errors or problems

Key challenges

The Legal Metrology (LM) Act ensures that consumers receive the quantity of goods declared by an importer, manufacturer or retailer on a pre-packaged item. It also ensures that instrument measurements remain accurate, within prescribed limits of error, where measuring instruments are used to conclude a transaction.

In September 2019, the South African government changed the LM Act, which directly affected Prowalco's work management operations.

Some of the key challenges addressed were:

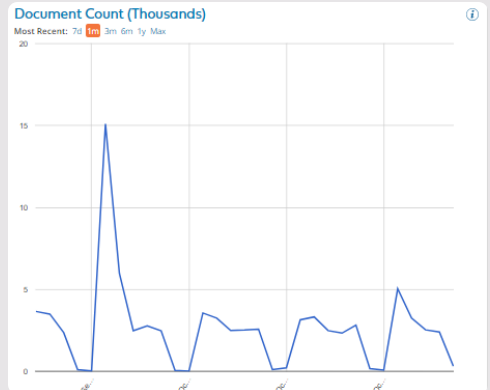
- ▶ Calibration needed for specific master items being replaced/repared.
- ▶ Strict service level agreements(SLAs) being in place for work completion.
- ▶ One of the first interfaces built solely with the new On Key Integrate technology.

Our intervention

- ▶ Pragma was approached to design and develop a software interface to help Prowalco adhere to the modified legislation. The On Key Integrate and Pragma operational teams developed the solution.
- ▶ The team designed an interface to handle the creation of follow-up work orders in On Key, to recalibrate the relevant assets.
- ▶ The affected assets were flagged in On Key for the interface to identify them.
- ▶ The Rabbit Messaging Queue service was used to establish when a work order changes to a predefined status and automatically creates a follow-up work order with all the fields populated as requested and a dynamic Work Required field.
- ▶ The result is that a contractor can be notified and dispatched to the relevant asset and complete the equipment calibration within an acceptable time adhering to Prowalco SLAs.

Value add

- ▶ Continuous process monitoring ensuring pro-active Pragma intervention when necessary
- ▶ 95% of work orders were created within 25 seconds of the trigger
- ▶ Improvement in work order generation time – quicker action time, in turn, helps to achieve SLAs
- ▶ No interface errors or problems have been experienced in the Production environment to date
- ▶ Fluctuating and high amount of record changes in On Key accepted and processed seamlessly – the visual below shows a trend of thousands of updates happening daily:



Client background

- ▶ Prowalco is a leading local manufacturer and supplier of fuel pumps and dispensers to various petroleum companies in South and sub-Saharan Africa. The company offers petroleum companies comprehensive repair and maintenance services and currently has Africa's largest pump service infrastructure.
- ▶ Prowalco has been an important client of Pragma for a number of years, with several existing interfaces. It was important to create confidence that a new interface request could be developed and delivered on time without any issues.

