

Case Study

Oil and Gas | Retail

Calibration Task Integration



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 comprehensive repair and maintenance services to petroleum companies and currently have the largest pump service infrastructure in Africa.

Prowalco has been an important client of Pragma several years, with a number of existing interfaces. It was important to create confidence that a new interface request could be developed and delivered on-time without any issues.

Key Challenges

The Legal Metrology (LM) Act ensures that consumers receive the quantity of goods, as declared by an importer, manufacturer or retailer on a pre-package. 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 made changes to the LM Act, which had direct effects on Prowalco's work management operations.

- Some of the key challenges addressed:
- Calibration needed for specific Master Items being replaced/repaired.
- Strict SLA's in place for work completion.
- One of the first Interfaces built solely with the new On Key Integrate technology.



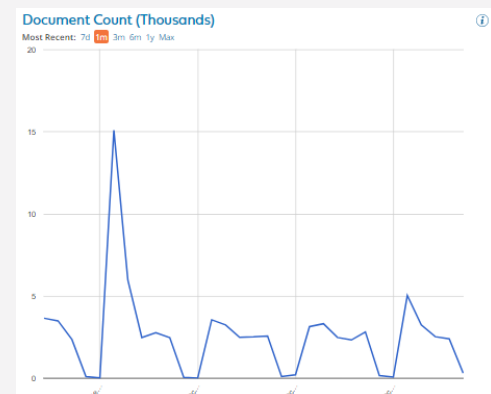
Value Add

- Continuous process monitoring ensuring pro-active Pragma intervention when necessary
- 95% of Work Orders created within 25 seconds of trigger
- Improvement in Work Order generation time – quicker action time in turn helps to achieve SLA's
- No interface errors or problems experienced in Production environment to date
- Fluctuating and high amount of record changes in On Key accepted and processed seamlessly – below a trend of thousands of updates happening daily:

” 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

Pragma Intervention

- Pragma was approached to design and develop a software interface to help Prowalco in adhering 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 re-calibrate the relevant assets.
- The affected assets were flagged in On Key for the interface to identify them.
- Pragma used the Rabbit Messaging Queue service 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, as well as a dynamic Work Required field.
- This, in turn, means that a contractor can be notified and dispatched to the relevant asset to do the equipment calibration within an acceptable time, in adherence to the Prowalco service level agreements.



Tools and Technology

- On Key Integrate, supported by the Dell Boomi AtomSphere
- On Key 5
- RabbitMQ service