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KMS

KMS client snapshot

Oil & Energy company headquartered in Malaysia

World's leading tender rig owner and operator.
With operations in Asia, Africa and the
Americas, our client comprises of over more
than few thousand employees.

CHALLENGES

- For Client's 'Critical' and 'For Info' KPIs, data was being fetched from 7-8 different data sources.
- The frequency of fetch was different for all the above mentioned data sources.
- The data was being fetched manually, all expressions and calculations for the different KPIs were being calculated manually – leading to human error.
- There was heavy dependency on a single person who consolidated all KPIs data and generated reports.
- There was no fixed time for the generation of the reports as the system was based on manual inputs.

BENEFITS

- The calculation and processing time for the KPIs reduced significantly.
- The entire process works without any human intervention / errors.
- Users can access any information contained inside the dashboard without help and guidance from IT or the specific concerned SPOC for that department.
- The KPIs represent most updated data (2 hours being the refresh frequency).

SOLUTION

- QlikView as a Business Intelligence / Data Visualization tool was deployed for around 30 users.
- The tool helped in automating the data fetch process from 8 different data sources, with the refresh frequency of as low as 2 hours.
- Along with Business Users, the calculations for all the existing KPIs were re-worked and certain unknown errors were handled.
- Report generation along with feedback forms from the Head of Departments' as well as RIG Managers' were automated.
- The dashboard was developed to distinctly present KPIs under two heads: Critical KPIs and For Info KPIs, with the users being able to switch between graphs / detailed analysis views.
- The dashboard also provided the users with the options to update comments after analyzing or viewing KPI values.
- The Business Users had options to modify every parameter right from KPI calculation parameters, to gauge limits, to color and scores for various individual KPIs.