



Configurable Workflow System for **A Major Gas Company in Middle East**

ABOUT THE CLIENT

The Client is a public-listed company on the Abu Dhabi Securities Exchange (ADX) with a multi-million-dollar revenue. It is the Middle East's largest regional private sector natural gas company with locations in Egypt, Kurdistan Region of Iraq (KRI) and UAE.





BUSINESS CHALLENGE

- ✓ Inability to configure the existing Open Text Workflows for request processing.
- ✓ Lack of automation in request and business processing resulting in an increase in turn-around time in the approval process.
- ✓ No clarity to users with respect to the progress of individual requests.
- ✓ Absence of KPIs to track business process efficiency & performance.
- ✓ Misplacement of key documents & miscommunication amongst different departments.

SOLUTION PROVIDED

- ✓ Configurable workflow engine built using SharePoint 2016, wherein option to configure – Approvers, Supporters, Processors.
- ✓ Dedicated discussion forum for each workflow request with the ability to upload supporting documents.
- ✓ Dynamic progress bar, which clearly indicates the current status of the request and the life cycle of any request.
- ✓ Report generation tools to easily export desired data in the form of excel.
- ✓ Instant email notifications and reminder emails for concerned users in the workflow process
- ✓ Develop dynamic dashboards for users, such as the Approver, Supporter, and Processor with the ability to view My Requests, All Requests, pending actions, etc.
- ✓ Permission matrix for portal and Business processes for different requests and departments.
- ✓ Developed a dynamic & responsive Intranet portal for communication and collaboration amongst users accessible on the web and mobile devices.



BUSINESS IMPACT

- ✓ A configurable workflow system that enabled employee self-service and eliminated idle time, thus permitting the employees to focus on value-added activities.
- ✓ Automation of all business processes led to an increase in request completion and thereby user productivity.
- ✓ Enablement of collaboration through company-wide Intranet Portal eliminated miscommunication, and document clutter by virtue of a content management system.
- ✓ Quick and comprehensive report generation due to Integration with other systems providing key business insights, thereby enabling informed decision making.

TECHNOLOGIES USED

SharePoint 2016, .net framework 4.6, Microsoft SQL 2016, JQuery, AmCharts





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