Project:	**Web Application for Shell and Pragma**	
Company:	**Pragma Africa**	PRAGMA AFRICA
Business:	**Physical Asset Management products and services**	

**– Case Study –
PRAGMA AFRICA**

The Challenge
Pragma has a long-term relationship with the global fuel and oil retailer Shell, and recently won a large facilities maintenance contract (FMC) for the maintenance and management of its 840 retail facilities (service stations) and assets throughout Southern Africa. Pragma operates a dedicated call centre from where they log all maintenance requests from Shell outlets; task the contractors to perform the required work, as well as administering payment to contractors and invoicing Shell accordingly. The challenge is to keep the Contractor, Shell and Pragma fully synchronised and informed when it comes to planning, approvals, rejections, and other necessary financial administration and reporting. It is essential to reduce delays and eliminate inaccuracies resulting from manual intervention.

The Situation
Pragma On Key is an enterprise asset and maintenance management system and will be used to manage day-to-day work requests received by the call centre. Pragma wants to leverage their existing software investment in Pastel Accounting for accounting. Shell needs an quick and easy to use web based interface for processing and will need to be informed automatically and electronically to ensure of pending supplier invoices, pro-forma invoices, etc. that need processing.

The Solution
SilverSky developed a web-based application that integrates with both On Key and Pastel. On regular intervals, the system automatically retrieves relevant information from the On Key database (via a SOAP interface) for publication on the website, in order to obtain approval by Shell. Once approved/rejected, relevant information is written back to On Key and Supplier invoices are created in Pastel. Pragma can compile online Pro-Forma invoices to Shell, who will in-turn print Pro-Forma invoices and issue Order Numbers. The solution comes complete with user management (passwords, roles etc), automatic workflow e-mails, intelligent workflow status management and commercial reporting.

The Benefits
The major benefit of the system is the automatic collation of information from three sources (On Key, Pastel and the web-based application) and managing the workflow with minimum human intervention. It empowered Pragma and Shell to manage this near impossibility in terms of the sheer volume and frequency of information.

Reference
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