



CASE STUDY

Oil & Gas Company uses low-code to make processes 90x faster and save \$300,000 per year

Oil & Gas Exploration and Production Company

Industry:

Utilities & Energy

Solutions:

Digital Operations,
Governance & Compliance

Location:

USA

The international oil & gas exploration and production company was saturated in paper documents and inefficient processes, particularly their cumbersome approval processes which were carried out over email. They were looking to digitize and automate processes to enable visibility and ensure compliance: something that is very important in the oil industry which has strict regulations.

Using Bizagi's low-code platform, they were able to eliminate paper documents wherever possible and create a centralized collaboration portal for document sharing and improved decision making. They have optimized multiple oil and gas processes across the business, helping to save \$300,000 per year as approvals can now be made in one day when they previously took up to two months.

10x faster project management

90x faster field inventory exchange

"It gives us a single place of truth and we have clear metrics of everything that is managed in Bizagi. It has been going great so far and I would recommend Bizagi to anyone."

Manager,
IT RPA & Integrations

Objectives

- Bring visibility to business processes through automation
- Optimize approvals carried out over email
- Improve decision making ability
- Enable data analysis
- Ensure compliance and auditing capabilities
- Decrease reliance on complex code to fix issues

Achievements

- Increased frequency of land approvals to save \$85,500 per year
- Approval automation saved \$300,000 per year, by reducing from two months to one day
- Improved decision-making with centralized collaboration portal
- Delivered compliant way of working, including improved audit trail
- Created dynamic approval process
- Low-code approach to automation

Overview

This Oil and Gas Exploration Company produces energy efficiently, reliably and responsibly worldwide. They embarked on a digital transformation initiative to eliminate paper-based processes and optimize approval processes to increase efficiency and reduce costs. They selected a low-code platform to enable multiple users to get involved with the project and deliver change across the enterprise.

Challenge

The Oil and Gas company were facing several challenges. Approvals were hard to keep track of as they were sent out over email, which meant it was impossible to manage at an enterprise level as there was no visibility. This made it difficult to determine the state of bottlenecks as they couldn't see where the issues were in the approval process.

The organization was saturated in paper documents and had to adhere to stringent legislation rules, so they wanted to make the business more transparent and efficient. Additionally, data was not properly gathered or structured, which meant they could not analyse metrics which would help improve performance.

Solution

They had previously tried to solve these problems with software that required coding. However, the power users who wrote the code left the company, so they had nobody to support the process. They decided to explore a low-code solution as it would allow everyone to come up with their own solutions and would be easier to fix and amend than custom code.

"It's so easy to use: the Wizard will help to guide you on everything you need to do. It provides low-code and pro-code development, so it's suitable for all." Manager, IT RPA & Integrations

The oil and gas company first started using Bizagi in 2013 after selecting it for its ease of use. By 2016, there was a push from management to have a team to specifically manage Bizagi and drive adoption throughout the business. By 2019 they had seen wide adoption of the platform across all key business units, including Oil & Gas and HR, with user training to get employees familiarized with the platform. They combined this with a change management program to promote a process-driven way of thinking and deliver change throughout the enterprise. In 2023, they migrated to the cloud, working with a cyber security team to ensure that security standards were met.

"We got users familiarized with Bizagi. The team have been great. We wouldn't be where we are right now if we didn't have support from the Bizagi team."

Manager, IT RPA & Integrations

Results

They set about re-engineering business processes to eliminate paper documents wherever possible. By uniting data sources, they created a centralized collaboration portal for document sharing and improved decision making. This led to an annual saving of over \$85,500.

Using Bizagi, they have automated and optimized multiple processes across the business, particularly Oil & Gas processes, including:

- Land management
- Land survey
- Well proposals
- Well changes
- Well intervention

All of these processes require approvals on multiple levels. With Bizagi, they have created dynamic approvals, some with up to 130 drop downs, demonstrating the complexity. Each approval has a different workflow, but with Bizagi they have been able to navigate this complexity with ease. For example, in the land management survey, their CEO can access Bizagi to make approvals, and they can also provide access to third-party surveyors who need to make approvals. Optimizing these key business processes has helped to save \$300,000 per year, as approvals can now be made in one day, when they previously took up to two months.

As everything is tracked in Bizagi, this also helps with compliance and project management. Their project management is now 10x faster and field inventory exchange is 90x faster. It used to take 8 months to finish as they had a hard time tracking approvals over email. All data is now submitted to Bizagi, so they can generate KPIs, track the progress of work and improve targets.

"Our industry is strict with compliance and Bizagi is key and critical for us when it comes to audit... It gives us a single place of truth and we have clear metrics of everything that is managed in Bizagi. It has been going great so far and I would recommend Bizagi to anyone."

Manager, IT RPA & Integrations