



“Public Gas Flows”

Application Summary

- Electronic handling of core intra-business processes

Benefits

- Abolishment of geographical separation – unification of a dispersed organization
- Significant acceleration of business processes
- Standardization of business processes throughout the organization

Technology

- Ultimus BPM Suite V5
- Key Systems Consulting Services

The Challenge

The Public Gas Corporation of Greece (DEPA) is a Public Utility with several hundred employees located in several areas around the country. Being a public company DEPA has to adhere to strict governmental regulations about managing its internal affairs and is consequently heavily burdened with a number of bureaucratic controls.

DEPA being faced with the liberation of the energy market in 2006 decided to move towards a more competitive position by, among other things, acquiring and using modern IT.

DEPA was haunted by ineffective business processes. These were numerous, fairly complex, involved people in different departments and different locations and relied significantly on signed paper forms.

The result was slow moving processes which were prone to errors and frequent bypasses and which formed a straightjacket opposing the productive operation of DEPA.

The Solution

DEPA decided the introduction of modern Business Process Management technology in the form of Ultimus Workflow Suite V5 to help solve its administrative riddles.

After a quick study DEPA selected two peripheral but very frequently used processes to be moved to the electronic world using Ultimus. This move was designed by the management to attract the attention of the employees in a positive manner. In fact the first electronic process to be deployed with the simultaneous and absolute retirement of the old one was the Leave Request. The timing was carefully selected to be one month before Christmas so that everyone had to use Ultimus if they wanted their Christmas leave. It was bound to be a huge success.

Immediately after, a Small Purchasing process was deployed to augment the excitement of the users with a still peripheral process.

After the success of the first two processes enough momentum had been gathered to motivate middle managers to seek the automation of more and more processes. Within a year DEPA had entirely replaced 11 more processes half of them being core organizational processes.

A critical success factor in this venture was the speed with which processes can be implemented using Ultimus. This speed does not let the users loose their excitement or their patience with an IT system that takes so long to materialize that is useless by the time is put to production.

Nonetheless, the pivotal success factor was the ease with which processes could be modified without hindering daily work. The quick process modification and sound version control provided by Ultimus made possible the evolution of the initial process design to match the evolving real life needs of the organization.

Conclusion

Within six months from initial decision DEPA had proved to itself that electronic processes work, span the organization, transcend geographic boundaries and are usually completed on track and on time in a matter of hours instead of days.

Interesting figures

- 400 users use Ultimus for their everyday work.
- 110 electronic business processes are initiated daily regarding 13 different requests from Leaves and Overtimes to Materials Purchasing and Expense Compensation. (5/2005)
- Average time from request for a new process to the process being fully operational 3 months.

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