BOLDLY NAVIGATING TO CALMER SEAS

Our work with this global oil and gas major shows how real-time visibility, all-round collaboration and agility are vital to navigate crises and scale disruptions that events like the current pandemic bring to businesses, and to employees.

Just a few months ago, such peace and quiet would have been unthinkable for Emma.

It's 8 pm on a Friday as 38-year-old Emma Bartlett settles down in her favorite armchair with a paperback and a glass of wine. The work week has been demanding and, having tucked her twins into bed an hour earlier, she's looking forward to unwinding. Emma looks forward to the much needed 'me time' as her husband is away on a business trip to London – about 80 miles from her home in Swindon – and will be back tomorrow.

She recalls how, just a few months ago, such peace and quiet would have been unthinkable for her. "Chaotic" is the word she uses to describe her work. Some of her colleagues might describe it as "nightmarish".

Emma is a veteran material coordinator (MC, for short) in the global procurement team at a leading oil and gas firm that has a presence in over 60 countries around the world. Emma's job – along with her global peers – is to ensure that the engineers and technicians that operate in the field get their resources and material on time. Whether it is a tanker full of crude or a shipment of spare parts, the engineers and technicians depend on Emma and hundreds of MCs like her to get it to them, on time.
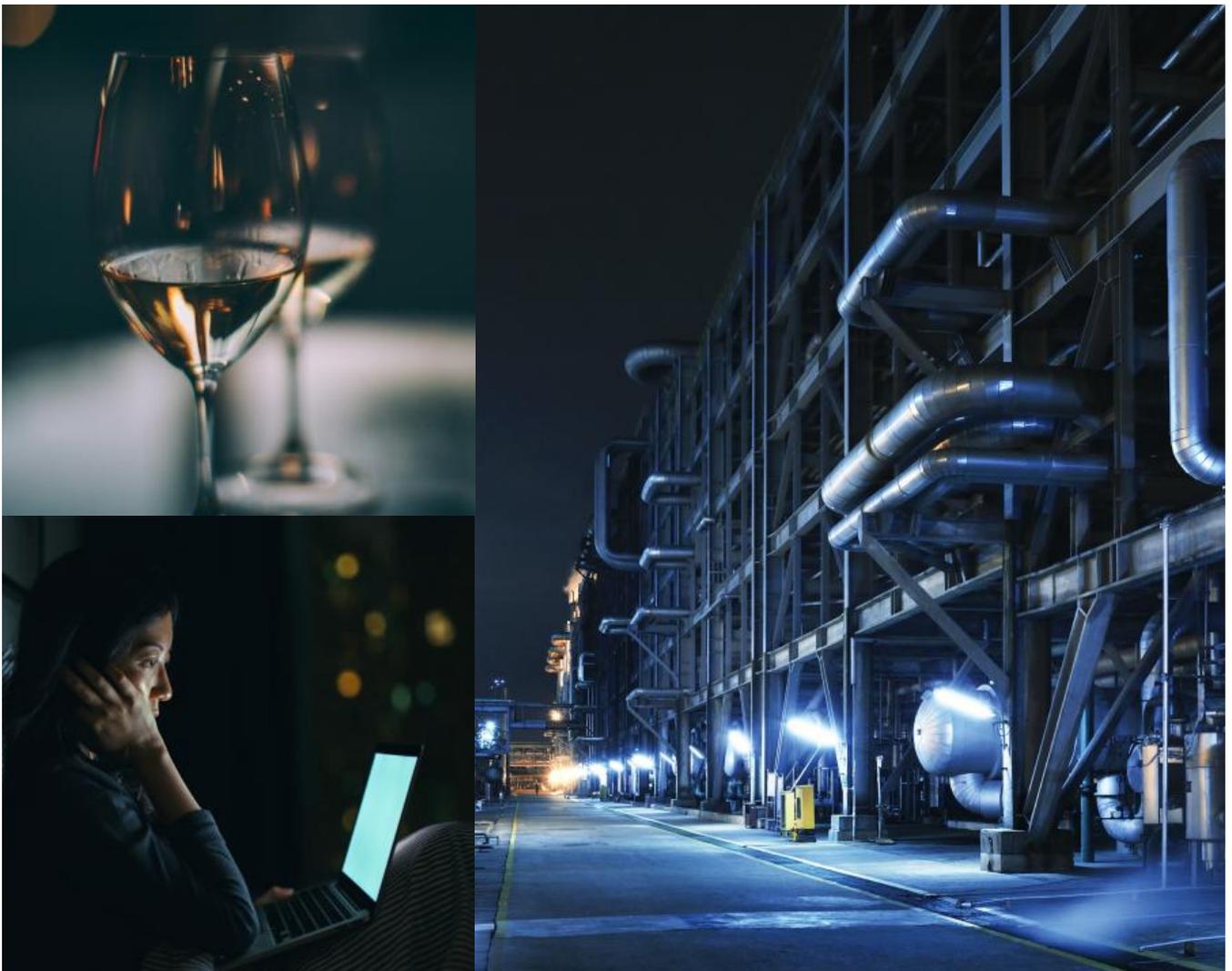
"Where are my materials?"

It's simple enough in theory, at least. But just a few months ago, even a seemingly straightforward task like pinpointing and updating the field team on the status of material was a nightmare for the team of MCs.

Much of it had to do with the nature of the business itself. The oil and gas industry has one of the most complex supply chain procurement processes. Multiple locations (often distant and remote) involve varied participants—from engineers, technicians, and

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material coordinators to logistics owners, buyers, and warehouse teams. Emma and the other MCs work with logistics owners, buyers and warehouse teams to ensure availability of the material to the field teams.

To add to the complexity, Emma's company had a highly disparate supply chain structure. Different parts of the supply chain organized their data in different ways and used a different terminology to describe the same, or

similar, status. Worse, the systems themselves weren't connected, or in sync with each other. The upshot of all this was that even a routine task like pinpointing the status of material meant that Emma had to log into multiple systems to check, and that too without guarantee of success. No wonder that Emma's coworkers described their procurement system as "complex", "painful, and "inefficient".

A crisis.
An opportunity.

The pandemic was the last straw. Already reeling under a supply-demand imbalance, COVID-19 resulted in an unparalleled drop in demand, a pile up of supply, and the worst price fall in oil prices in three decades.
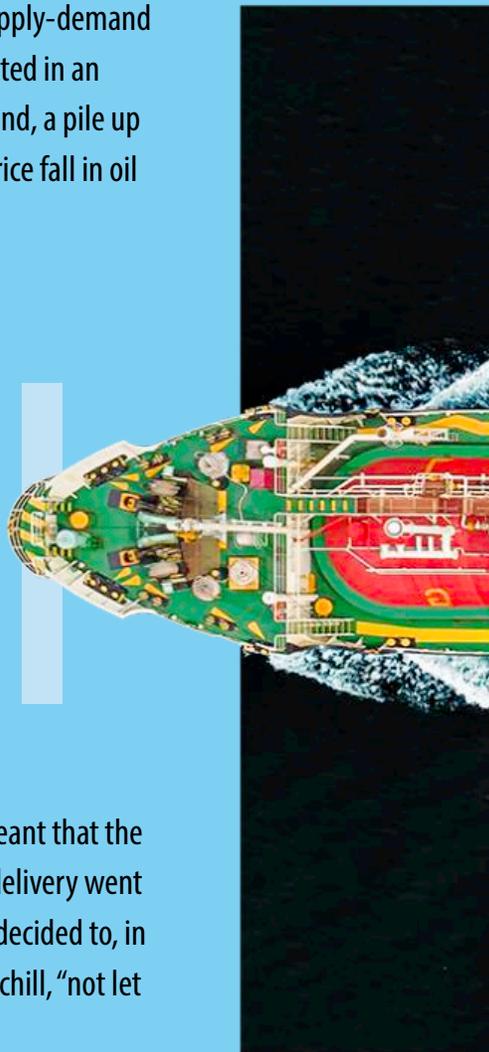
For Emma's company, it meant that the cost of delays in material delivery went up many times over. They decided to, in the words of Winston Churchill, "not let this crisis go to waste".

An eye in the sky

Infosys stepped up to the task and partnered with Emma's company to create a single, user-friendly app that let Emma and her fellow MCs collaborate on tracking material status. The app provides an easy, simple way for Emma and her team to determine where materials are at any given point of time, and the status of shipments.

To make it cost-efficient (especially in light of the COVID-19 pandemic), the Infosys team decided to use existing infrastructure — SAP Fiori in this case — with real-time data from SAP to create a simplified, real-time digital view of where the materials actually were, in the real-world supply chain.

They went a step further. They integrated the app with MS-Teams (already the platform of choice for Emma and her colleagues) and created an in-app chat feature that let them collaborate in real-time. And an intuitive online help feature guided them when they're stuck, besides letting them share feedback on their experience with the developers. In fact, this feedback-based methodology was what allowed Infosys to develop the app from the ground up, in just 16 weeks.

A feedback-based methodology helped Infosys to develop the app from the ground up, in just 16 weeks.

The app instantly provided solutions to two of the most vexing problems that Emma and her peers were facing. First, it told users where the material was (and if it was late, when they could expect it). More importantly, it enabled real-time collaboration across multiple team members (no matter their location) to solve problems.

The change for Emma's company has been refreshing. Since its launch a month ago, user satisfaction (as measured by the app's star rating) has never fallen below 4+ stars. Delayed shipments are down by 28%, and the potential cost savings to the company has been a whopping US$27 million. The MCs on the other hand, can make more informed decisions and can actually "see" the value that they're adding to the company.

Emma sips the last of her wine as she heads upstairs to bed. A chime on her phone alerts her that the shipment of spares she was tracking will reach its destination in Orozko, Spain, at 11 am, Monday.

Good night, indeed.

> The app instantly provided solutions to two of the most vexing problems Emma and her peers were facing – it told them where their material was and it helped them collaborate in real-time, across geographies and boundaries.
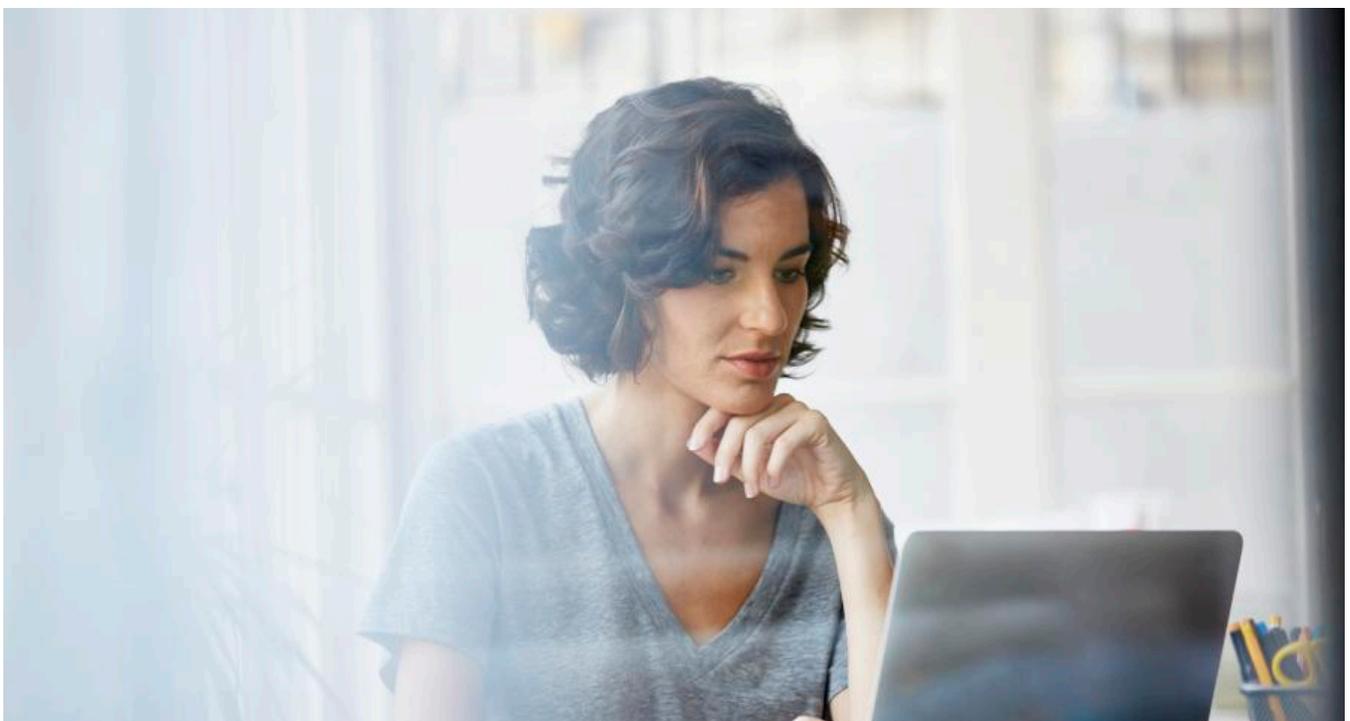
NAVIGATING NEW POSSIBILITIES

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There is change in the nature of change.
It is no longer linear, but simultaneous and pervasive.
Transforming everything. All the time.
The future is a kaleidoscope of possibilities.
With the promise of a transformed tomorrow.
In helping people and companies get there,
In navigating an anxious world towards hope,
We see our own next.

For more information, contact askus@infosys.com

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