



Oando PLC
Lagos, Nigeria
www.oandopl.com

Industry:

Oil & Gas

Annual Revenue:

US\$2 billion

Employees:

1,000

Oracle Products & Services:

Oracle Advanced Customer Services
Oracle Financials
Oracle Sales
Oracle Human Resources
Oracle Projects
Oracle Supply Chain Management

“With Oracle Advanced Customer Services, we have been able to improve IT operational efficiency and effectiveness by ensuring that we are proactive at all times. The production assessments and knowledge transfer sessions have added expertise and value to Oando Plc.” – Yusuf Yila Philip, Head of Information Technology, Oando Group

Oando Group Reduces Cost of Ownership for Its IT Systems by over US\$500,000

Oando Group is Nigeria’s largest indigenous integrated energy group with over US\$2 billion in revenue and strategic investments across the energy value chain. The group consists of six main companies: Oando Marketing, Oando Supply and Trading, Oando Gas and Power, Oando Energy Services Limited, Oando Exploration and Production, and Oando Refining.

Challenges

- Reduce downtime caused by unfamiliarity with Oracle software across entire group through improved expertise in Oracle E-Business Suite, including Financials, HR Self Service, iProjects and Supply Chain Management
- Reduce daily backup times for entire group
- Increase speed of financial reporting
- Establish IT systems capable of growing and adapting with Oando Group
- Reduce customer complaints stemming from slow processes and system unavailability
- Ensure IT system compliance with national and companywide rules and regulations

Solution

- Reduced system downtime from three-to-four times each month to approximately once every four months as a result of Advanced Customer Services knowledge transfer sessions and recommendations
- Improved responsiveness of Oracle E-Business Suite applications as a result of Advanced Customer Services assessments
- Reduced backup times from 10 hours daily to 4 hours daily as a result of recommendations from Advanced Customer Services
- Improved financial reporting processes, reducing time needed to close the books from 20 days to 4 days
- Improved client satisfaction, as since using Oracle Advanced Customer Services, fewer than 1% of customers have made a complaint
- Adhered to group and national policy by improving financial reporting and reducing backup time
- Lowered cost of ownership by over US\$500,000