



Surtigas S.A. de C.V.
Cartagena, Colombia
www.surtigas.com.co

Industry:

Oil & Gas

Annual Revenue:

US\$ 82.3 million

Employees:

320

Oracle Products & Services:

Oracle Database
Oracle Application Server
Oracle JDeveloper

Oracle Partner:

Stack Pointer
www.stackpointer.net

“SurtiDesk was developed with Oracle products and it is an important tool to provide efficient management for the services offered. It guarantees appropriated service level to Surtigas” – Oscar Gómez Castilla, Director de Informática, Surtigas S.A. E.S.P.

Surtigas Centralizes Its Help Desk for 320 Employees, Increasing Quality of Service

Surtigas S.A. de C.V. is a natural gas company serving three provinces along the Atlantic coast of Colombia- there are Bolivar, Cordoba, and Sucre. The company started operations as a distributor and transporter of propane gas in cylinders and car tanks in 1968 in the cities of Cartagena and Sincelejo. Today, Surtigas has approximately 391,000 clients. Since 1977, the company provides natural gas to residences. Going forward, Surtigas hopes to expand its participation in new businesses in national and international markets.

Challenges

- Centralize user requests to increase service quality and avoid loss of documents
- Build an IT infrastructure that supports the busy help desk and provides management with dynamic customer feedback in a variety of forms to capture data according to the department’s needs of services
- Leverage services request solutions by turning them into valuable information for the company

Solution

- Implemented Oracle Database 10g and Oracle Application Server 10g to resolve and improve companywide issues of documentation quality and access
- Used the Oracle Application Developer Framework (ADF) tools of Oracle JDeveloper to create a centralized, high-quality support environment for more than 300 help desk clients
- Reduced document loss by automating documentation processes
- Enabled the company to gather precise quality-of-service statistics that can be analyzed for better service
- Provided useful management indicators—such as customer care time, occupation levels, and service load—that weren’t available previously
- Collaborated with Oracle Partner Stack Pointer to develop a total Web platform, request platform, and work order management system