



Ipiranga Produtos de Petróleo
Rio de Janeiro, Brazil
www.ipiranga.com.br

Industry:

Oil & Gas

Annual Revenue:

US\$15.3 billion

Employees:

2,300

Oracle Products & Services:

Oracle User Productivity Kit

Oracle Partner:



MPL Corporate Software
www.mpl.com.br

“Oracle User Productivity Kit was fundamental to training employees coming from the Texaco-Ipiranga merger. In addition to working perfectly within our enterprise resource planning environment, it enabled an interactive and self-service learning environment that empowered our employees and reduced their reliance on the help desk for assistance.”

– Betsy Rabello, IT Consultant,
Ipiranga Produtos de Petróleo S.A.

Ipiranga Produtos de Petróleo Consolidates Corporate Content on E-Learning Platform

Ipiranga Produtos de Petróleo S.A., part of the Ultra Group, is the largest private fuel supply chain in Brazil and the second largest fuel distributor. Ultra acquired Texaco’s gas station chain in 2008, boosting its market share in Brazil. Ipiranga Produtos de Petróleo S.A. has more than 60 distribution plants to serve its 5,500 gas stations and customers, which include industrial organizations, supermarket chains, and transportation companies. The company’s business is also composed of oil derivatives through service stations, and consumer business operated through the AMPM franchise stores.

Challenges

- Train more than 200 employees from the acquired Texaco gas station chain in Ipiranga’s corporate processes
- Facilitate the integration of Ipiranga and Texaco, including adherence to standardized procedures
- Reduce costs associated with onsite training sessions once the new employees were spread nationwide, and decrease the volume of calls coming into the help desk

Solution

- Worked with Oracle Partner MPL Corporate Software to install, implement, and train the users on Oracle User Productivity Kit
- Used Oracle User Productivity Kit to create 400 training sessions that cover essential subjects, such as invoicing, accounts receivable, inventory management, service and material payments, reimbursements, and fuel distributor standard operating procedures
- Created an online and interactive learning platform, registering 11,500 employees on the systems in one month and significantly decreasing the number of help desks calls
- Gained efficiency and reduced the costs of onsite training sessions, remotely training 200 former Texaco employees across 50 cities after the acquisition