

Success Stories

Client: Oman Refineries and Petrochemicals Company LLC (ORPC)
Project: ORPC Correspondence System
Industry: Oil & Gas
Technology: DeXpert



Client Overview

The Mina Al-Fahal Oman Refinery Company L.L.C. (ORC) plant is situated on the coast at Mina Al-Fahal. This industrial area has good access, from Muscat, neighboring towns, Seeb International Airport and Qaboos Sea port. ORC was built with the principal aim of meeting domestic needs for refined oil products, which Oman previously had to import. To this effect, ORC was formed on February 6, 1982, to operate the new Refinery (Oman's first) at Mina Al-Fahal and to sell refined petroleum products to the companies engaged in their distribution in the country. The Government of the Sultanate of Oman owns 99% of ORC and the Central Bank of Oman the remaining 1%.

Problems Faced

The challenges faced by Oman Refinery's concerned staff were that their old system were unable to provide multi level follow-up which means that even the recipient secretaries of a particular task were able to forward the task to other departments and the initiator was able to view the detailed progress of the workflow initiated by him/her which includes the pending steps of the workflow and the comments provided by actors during the execution of the workflow.

Implemented Solution

To cater the needs of ORPC, KalSoft proposed the new improved version of DeXpert capable of helping them meet the business expectations from different departments, to enhance business operations beyond expectations and to take it to the next level of efficiency, quality and timeliness in operations. The objective of proposing this new version of DeXpert to ORPC was to provide a secured and improved intranet solution, conforming to the consistence & efficacy of the required quality standards, holding the company's documents on a single accessible, searchable and easily manageable repository. Their secretaries were able to perform their tasks without any hindrance.

Client: Oman Mobiles
Project: Request Management Workflow
Industry: Telecommunications
Technology: DeXpert



Client Overview

Oman Mobile Telecommunication Company, Oman Mobile, is the pioneer licensed telecom provider in the Sultanate and bears the banner of telecom in the Sultanate of Oman. Their strategy is based on encouraging and inspiring competitive ideas while striving for simplicity and innovativeness.

Problems Faced

Currently Oman Mobile is having no automated workflow solution for IT related processes. Users are getting the required forms available on the Portal after filling and making a print out of it and then giving it to the concerned person in the IT Department.

Implemented Solution

DeXpert team analyzed the flow and proposed IT related requests, which are classified into four types of requests:

1. Network Related Requests
2. Development Process Requests
3. IT Software/ Equipment Request
4. Systems Request

These requests were implemented by creating an environment for its successful implementation covering Unique Request Number, Requests Status, Email Notifications, Attachments support, Escalation, SMS Notification and System Reports. The processes are mapped on DeXpert, hence automating the Workflow. By using DeXpert Analysis Tool the process were optimized which validated the bottlenecks and removed the process redundancy, hence minimizing the operational cost.