

CASE STUDY

Time is Money— and MRBs are Expensive

You've often heard that 'time is money'—but what do we really know about this elusive currency? For our customers in oil field services, time is a commodity that is as precious as the oil that drives the industry.

MRBs, or material records books, are a staple in the oil and gas industry. They detail all the materials, processes, and companies involved in the creation of a manufactured product. Without an MRB, these products could not be shipped or sold around the world due to regulations and customer requirements.

"We are constantly creating MRBs for every order that goes out," says a Corporate Quality Lead for a top oil and gas company. **"Every one of those books could be between 10 and 10,000 pages and take hours to months to compile. At one point, we had over 100 people just working on one book. That's a lot of effort focused on one task."** A lot of manual labor for one task but a vital one. Creating an MRB by hand involves gathering documentation from suppliers, storing it, matching the documents to the product, and finally combining and building it. Without the proper effort, time, and resources dedicated to each MRB, large multi-national companies would not be able to sell their services.

With an ever-increasing amount of orders and reductions in the human resources available to focus on them, they were running out of time. The company needed a solution, and fast if they were to remain competitive. Our contact recalls: **"We went to OpenText Enterprise World, and we knew exactly what we were looking for. Many of the partners offered to build us a solution, but almost none had applications we could use immediately, and that worked with our current tools like SAP."** That is until they found Global Cents.

"Global Cents was ready to go straight out-of-the-box. They had the solutions we wanted on-hand—no extra development time required. I knew straight-away that we had found our answer."

Benefits

-  Quality Assured
MRB "no errors"
-  Faster Assembly
-  Reduce Cost
-  Increase Cash Flow

"It's time. Everything reverts back to time. GlobalCents saves me time, buys me more time, and lets me spend it wisely."

Global Cents seamlessly integrated with SAP's materials management tools and provided the company with a comprehensive, flexible, and efficient solution for their MRB process. With just a few clicks and adjustments, Global Cents' solution would collect information from SAP's materials and management tools, and then tell them exactly what documentation was needed to produce each MRB.

This streamlined the MRB creation process immensely. Global Cents ensured the right information was collected, increased the speed of searching and compilation, simplified production and formatting, and optimized the process of carrying-out reviews directly through workflows.

After implementing Global Cent's solutions, the company immediately noticed improvements in the efficiency of the MRB production process. **"We went from taking months to a few days, and from using hundreds of employees to just having one person behind a computer with a few hours of training,"** says our contact. **"Historically, we'd rely on one person to do one thing—now we have a computer**

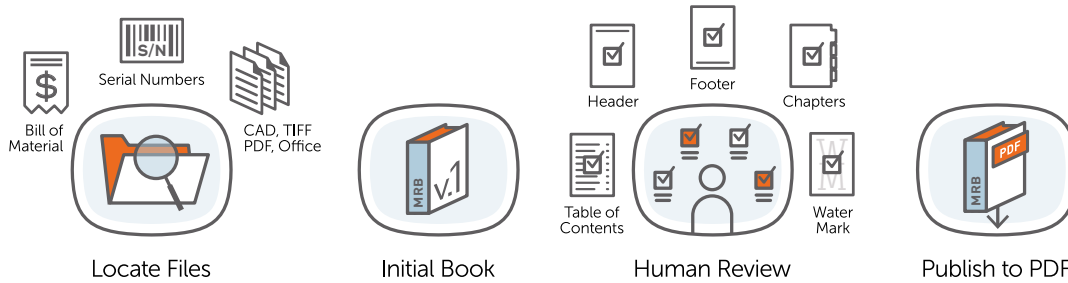
doing it all—fast and without errors. It saves us time, effort, and resources, and gives us an edge over those who are still doing it the manual way."

That was over six years ago. Today, the company still uses Global Cents, and they continue to be an avid supporter of the automated MRB process. **"The support has continued to be great, and the flexibility and knowledge of the technical team around the OpenText and SAP technology have allowed us to grow with the solution,"** says our contact.

They estimate that using Global Cents decreased his company's processing time by at least 60%. Global Cents not only saved them time but through seamless integration with SAP's tools, it also ensured flawless MRBs with no errors.

"As we grow, so does our solution. We work together with Global Cents to tailor and develop our tool and help us succeed. With Global Cents, it's more like a collaboration than a client-customer relationship—they see our vision, and they help us get there, with every second they save us."

The Solution: Automate the MRB production process



Global Cents continues to work closely with the company in rapidly changing market and global conditions, optimizing their processes daily.

To learn more visit our website globalcents.com or contact us at info@globalcents.com

