valantic

⦿ **SHAWCOR**

CASE STUDY

Fueling Efficiency

/ INNOVATION AWARDS /

About

About Shawcor

Shawcor is a world leading integrated energy services company and works in a variety of industries including oil and gas, petrochemical, industrial, electrical, electronic, automotive and communications. Shawcor helps keep construction projects and operations running smoothly and to specification through proprietary, technology-based products, services and solutions. With steady, substantial growth since the 1930s, Shawcor has become an integrated services company operating more than 100 manufacturing and service facilities in 25 countries around the world.

iTrack solution streamlines the receiving, inspection, repair, and shipping processes of Shawcor's oilFIeld asset management business

Using a complete range of inventory management, inspection services, maintenance and repair and sucker rod services, Shawcor reduces risk and unplanned downtime in the energy services industry. The new iTrack platform was developed by Shawcor with implementation partner valantic using OutSystems low-code platform. With iTrack, Shawcor has gained process agility and data visibility, improving its capacity to better serve clients and help them not only reach but also maintain peak operating performance and high rates of asset utilization.

Industry

Energy Services - Headquartered in Toronto, Shawcor specializes in tech products for pipeline services, serving petrochemical and industrial markets. Shawcor now has 6000 employees and revenues in the $1.5 billion range

Challange

Operating more than 100 manufacturing and service facilities in 25 countries around the world, Shawcor is a world leading integrated energy services company and works in a variety of industries including oil and gas, petrochemical, industrial, electrical, electronic, automotive, and communications.

Shawcor's executive leadership has put the company on a mission to expand their business by delivering new application technology to power a digital enablement strategy. The strategy is based on a new platform that provides a mix of technology in four layers: secure access, low-code development platform, universal connectivity bus, and enterprise applications.

For the low-code development platform, Shawcor chose OutSystems. The first major project was to deliver a suite of functionality for the OAM business (oilfield asset management). The new application would consist of back-office functionality, a mobile service application, and a customer portal.

"We urgently needed to replace a legacy solution that was over 20 years old and consisted of three different and complex databases. It was not allowing us to pursue our goals in terms of disruption, digitization and data visibility. The project was somewhat sensitive as a replacement application had been attempted in the past, without success,"

explains Dan Lefebvre, Head of Delivery, Digital Solutions at Shawcor.

Problem

- Legacy solution, over 20 years old and consisting of three different databases with redundant data, was hampering Shawcor's expansion goals based on a new digital enablement strategy
- A replacement application had been attempted in the past without success

Solution

Working closely with Shawcor, valantic assisted in the design and development of a modern solution to manage the complex needs of the OAM business and support 10 manufacturing sites in Canada and Mexico. The new functionality was integrated with the existing IFS ERP system using web services provided by Shawcor's connectivity bus running on Mulesoft. The application was secured using Auth0 for single sign on.

Solution

iTrack is a custom platform designed to manage Shawcor's OAM business, implemented by valantic using OutSystems, including a mobile app and a customer portal
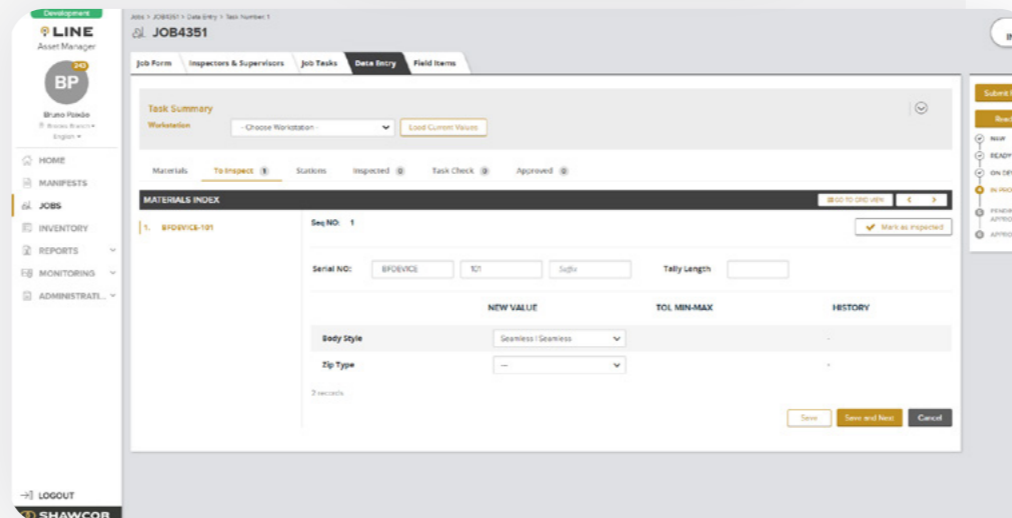
Henri Tausch
Senior Vice President Corporate Development and Solutions, Shawcor

It's the ease of viewing information that's the interesting feature for the customer; they can see it in real-time. It doesn't have to come across in the form of a floppy disk. It doesn't get emailed in a hard file. They actually have a portal that they can go into, and look up the job.

Solution

With these data-enabled applications, from turnkey repair and maintenance systems to a tech-driven, complete start to finish servicing process, Shawcor is making its team's job much safer and accurate by ensuring fewer people are required to be present at the time of service. Furthermore, Shawcor is pulling disparate data into one system and making that data simple to consume.

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refers Henri Tausch, Senior Vice President Corporate Development and Solutions at Shawcor.

The solution included

Back-office functionality

The new back-office application simplifies the management of each customer's inventory by streamlining the receiving, inspection, repair, and shipping processes.

Mobile Service app

The mobile service application is used to inspect each customer's assets. It supports full offline mode for situations where the service is taking place in remote locations with no connectivity.

Customer portal

A modern web portal allows Shawcor's customers to understand which assets Shawcor is managing, the asset's status, and up to date information on receiving, repairing, and shipping.

Solution

Key Numbers

- 10 manufacturing sites supported
- 100+ internal users
- 20+ customers
- 9 months of implementation (back office, mobile service app and customer portal) with 3 developers

The iTrack solution won the OutSystems "Best Legacy Modernization" Innovation Award.

Mark Hanson
Head of Digital Strategy and Marketing Shawcor

"The new iTrack platform is an integral part of our digital enablement portfolio. With more to come, this first release provides online, digital inspection, and inventory management data, available by customer portal or app.

Results

The new iTrack platform provides a consolidated and modern cloud-based solution that shares a common database with integration to the existing IFS ERP. It streamlines business processes and lets customers access information regarding their assets and supporting services.

The three main components—back office, mobile service app, and customer portal—were delivered in 9 months. iTrack is a key application in Shawcor's digital enablement portfolio.

"The new iTrack platform is an integral part of our digital enablement portfolio. With more to come, this first release provides online, digital servicing and inventory management data, available by customer portal or app,"

highlights Mark Hanson, Head of Digital Strategy and Marketing.

Benefits

→ Consolidated and modern solution sharing a common database with integration to the existing ERP

→ Business processes optimization, simplification and automation

→ Customers empowerment with access to information regarding their assets and supporting services

Dan Lefebvre
Head of Delivery, Digital Solutions, Shawcor

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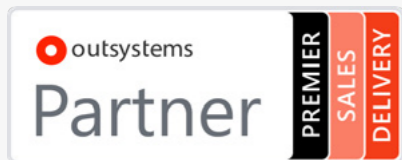
valantic

About us

valantic is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

What can you achieve with low-code?

Share your specific business challenges and discover the art of the possible. Lean on us as your trusted OutSystems Partner.

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Find more at

www.valantic.com/en/low-code/

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