



## SAUDI ARAMCO SHELL REFINERY COMPANY (SASREF), SAUDI ARABIA

### Key Facts

**Company:** Saudi Aramco Shell Refinery Company (SASREF)

**Website:** [www.sasref.com.sa](http://www.sasref.com.sa)

**Description:** Saudi Aramco Shell Refinery Company (SASREF) is one of the world's largest and most technologically advanced refineries with a production capacity of 305,000 barrels per day (b/d).

SASREF is committed to rigorous environmental controls and emission monitoring procedures meeting stringent environmental performance criteria.

A single centralized control room enhances operational control of the whole refinery whilst maintaining plant safety and integrity, and equipment reliability.

**Industry:** Downstream Oil and Gas / Refining

### Products Used:

j5 Operations Management Software

### THE PROBLEM

SASREF was using various time-consuming tools in its allocation of actions, workflows, tasks, and activities, by using spreadsheets and email communications. This resulted in tough effort in tracking, tracing and monitoring actions, lowering coordination, focus and operational productivity.

Across the business different action owners were using dissimilar techniques and methods to manage open actions and there was no proper archive of completed actions.

SASREF wanted to procure an Action Management software solution to provide greater visibility, retrievability, and tracking of actions. SASREF also wanted to implement an electronic operational calendar with workflow capabilities so employees could monitor their daily productivity and progress.





## BENEFITS OF j5 OPERATIONS MANAGEMENT SOFTWARE

j5 Action Management provides wider business benefits to SASREF, such as:

- Elimination of spreadsheet and email communications when managing actions due to j5 Action Management acting as the central action repository
- Clear standardized processes for different owners managing and completing actions with consistent formatting, structure, workflows, and content entry
- Aiding SASREF's desire to operate safely and responsibly with the removal of paper, benefiting the environment
- Dramatic reduction in time retrieving any backlog of actions with the ability to now monitor the progress of actions through j5 Dashboards, Reports and Views in real-time
- A centralized and configurable Action Management system
- A high level of action tracking through the advanced workflow capabilities
- Interaction of actions with operational data which employees can view as an operational calendar, aiding productivity and progress

j5 Action Management users at SASREF find managing daily actions easier, quicker and clearer compared to the older processes (spreadsheets and email communications). This employee buy-in provides enhanced performance and high-level accountability for daily actions. As j5 Operations Management Software is an extendable and configurable framework of applications, SASREF is currently integrating more manual workflow processes into the system to further support their goal of becoming a paperless organization.

## HOW j5 OPERATIONS MANAGEMENT SOFTWARE PROVIDED THE SOLUTION

SASREF evaluated Action Management software solutions in the marketplace and selected j5 Operations Management System due to their track record with other customers with similar operating environments in Saudi Arabia. The j5 Action Management application was specifically selected to fulfill SASREF's requirements.

The j5 Action Management application allows users to assign, define, manage, and track actions. These actions have standard workflows which allow users to manage their part of the process with ease.

The structured escalation and monitoring processes within j5 Action Management benefit SASREF, with more effectively managing and tracking of actions reducing the backlog and increasing operating efficiency and control.

## CUSTOMER TESTIMONIAL

"Tracking high-level actions in j5 Action Management has been key in helping SASREF reach our objectives. The time to retrieve any backlog of actions has been reduced dramatically and we have eliminated spreadsheets and email communications when managing actions. j5 Action Management aligns with SASREF's vision of becoming a paperless organization."

— **j5 Action Management Team**  
Saudi Aramco Shell Refinery Company (SASREF)

## ABOUT HEXAGON

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's PPM division empowers its clients to transform unstructured information into a smart digital asset to visualize, build, and manage structures and facilities of all complexities, ensuring safe and efficient operation throughout the entire lifecycle.