



CUSTOMER PROFILE

Q8: DRIVING ERP SUCCESS WITH COMMUNICATION, CLARITY, AND CONTROL

"MAVIM ENABLED US TO KEEP OUR SAP IMPLEMENTATION WITHIN BUDGET AND HELPED OUR USERS EMBRACE THE CHANGE."

Rob van den Bosch, SAP Core Competence Centre Manager | Q8
John Monster, Consultant | SAP

CHALLENGES

- ✓ Defining the right specifications, requirements and needs
- ✓ Removing the technology-based impediments to change
- ✓ Communicating with the end user in a clear way
- ✓ Increasing the predictability of SAP implementation

Concord Oil (a Q8 subsidiary in Italy) made the decision to implement SAP in order to help improve company performance. However, they could not afford to let the implementation run over time or budget, so they chose Mavim to help speed up the implementation and ensure user adoption.

According to Rob van den Bosch, SAP Core Competence Center Manager, defining the right specifications, needs and requirements in place is one of the biggest challenges when implementing any ERP system. However as John Monster pointed out, if and when the system has been implemented, people need to be willing to work with it. For both challenges, communication is key and it is why Q8 chose for Mavim.

BENEFITS

- ✓ Create an extensive business process blueprint
- ✓ Effortlessly translate business processes to software components and vice versa
- ✓ Communicate with all end users via an interactive web portal
- ✓ Extract testing and training material
- ✓ Reuse all information for future projects

Mavim offers a solution that cuts to the core of ERP implementation successes: managing the "soft" side of change. The Mavim software delivers a communication platform & collaborative modelling environment that supports the implementation of an integrated ERP solution during its entire lifecycle (from the business blueprint, realization, integration, through testing and go-live).

Translating the business processes to the required software components and to communicate to users what to expect from the new system in a clear way led to an SAP implementation that was realized within time, budget, and scope.

FACTS & FIGURES



3.600

Employees worldwide



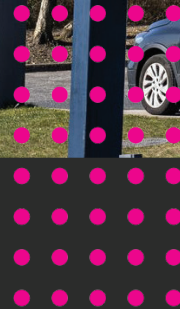
450.000

Oil barrels per day



4.000+

Retail service stations

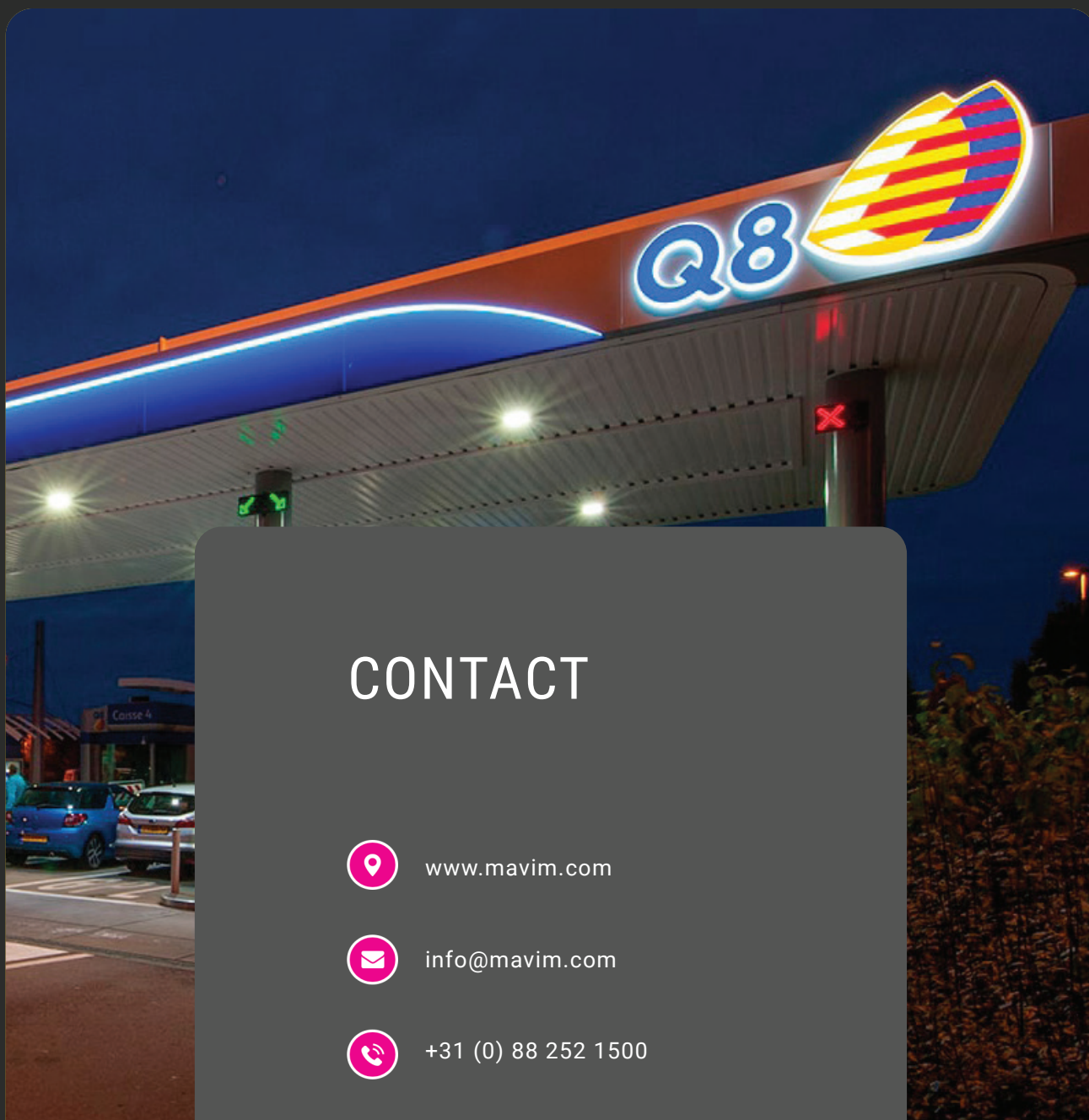


KUWAIT PETROLEUM

ABOUT THE COMPANY

The Kuwait Petroleum Corporation or Q8 is Kuwait's state oil company and one of the largest petroleum processing companies in the world. Since 1986, the products are mainly sold under the brand name Q8. Other brand names within the group are Q8Oils, Roloil, Q8 Easy and Tango.

The company is engaged in research, oil extraction, refining, blending, marketing, sales and logistics around petroleum products. Kuwait Petroleum Corporation produces about 3 million barrels of oil per day. It has its own fleet of oil tankers. About half of the crude oil is processed in our own refineries into oil products or into raw materials for the petrochemical industry. Some of the oil products are sold to consumers through their own network of petrol stations.



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