



## Major Oil & Gas Company Web-based Customer Portal

New web-based fuel account management system allows customers to securely manage their accounts from any where at any time

### Case Study

#### Challenge

Our client, like many other companies, strives to provide their customers with the best service possible. In the past, selling fuel to large transport companies was based on product quality, pricing and customer relationships. To remain competitive, automated tools and reporting features have become necessary.

Also, internal computer systems are built to operate within a secure office environment running on high speed networks. In order to provide a higher quality of customer service, the challenge faced was to extend some of the internal system capabilities securely to the customers over the internet.

#### Solution

The client utilizes SAP as their ERP application to manage a large portion of their IT needs. In order to provide a cost-effective solution, it was determined that the most efficient approach for providing the self-service capability to the customers was to provide a web-based account management solution utilizing technologies that interfaced directly with the SAP application.

Echelon worked with client staff to architect and implement the web-based account management solution to expose key SAP functions, providing interface capabilities for the new application. The latest Microsoft .NET technologies were used for the website development, connecting to SAP using WebMethods. The completed solution allows customers to update their account information anywhere, at any time, in a matter of seconds.

#### Results

The implementation of the system has been a resounding success. Feedback from the client includes:

“The system has simplified the amount of paper I have to use and I spend less time on generating invoices. If a card is stolen, I can go online anywhere, any time, and mark it”

“For a 12 million litre account I was told that without web-based account management, [our client] wouldn't have been considered.”

“The risk of losing business to competitors has been avoided. Volumes have started to climb and are expected to grow as our sales managers are able to tell sophisticated trucking companies that we have the tools to automate their business process.”

“This is not only a cost-effective solution for exposing selected SAP data to our customers, but there's an opportunity for other business units to benefit from these techniques.”