

CASE STUDY

PEMEX

(Petróleos Mexicanos)





About the entity

PEMEX Petróleos Mexicanos (Mexican Petroleum) is the largest company in Latin America, with 150,000 employees, and ranked number 31 out of the largest companies worldwide.



Company name:
PEMEX
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Sector:
Oil and energy.

www.pemex.com



What is AuraQuantic?

It is a platform that offers easy design and execution of even the most complex operational processes without additional programming.

You simply define the process flow diagrams using drag and drop and AuraQuantic organizes the rest, sending tasks to the right people at the right moment.

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Introduction

PEMEX uses AuraQuantic BPM to automate strategic processes in the Exploration and Production Division.

In 2005 PEMEX purchased the AuraQuantic product in order to automate the strategic processes of its Exploitation and Production division. Then in 2007, PEMEX also decided to install AuraQuantic for its Corporate Administrative Processes. PEMEX has been using the AuraQuantic for years now on a large scale and with complete satisfaction.



Challenge

Although AuraQuantic is present in other PEMEX divisions, this Case Study refers to implementation in the PEMEX Exploration and Production Division.

On a global level, PEMEX Exploration and Production occupies third place in terms of crude oil production, first place in offshore hydrocarbon production, ninth place in oil reserves and twelfth in revenues.

Until 2005, after 10 years of using a system called SEAPSA, most operations and processes were carried out manually, not automatically. PEMEX realized that this was not the best way to manage the organization, and that they needed a **BPM system to automate key business processes**, such as: Job Applications, Technology Change Administration, Minor Change Administration, Design Process Automation, and Monitoring and Control of Vehicle Maintenance and Mechanical Integrity, all encompassed within the SEAPSA environmental protection system.

The main challenges they faced were:



MANUAL PROCESSES



EXCEL SPREADSHEETS



INTEGRATION WITH EXTERNAL SYSTEMS



PAPER DOCUMENTATION



FLEXIBLE PROCESSES



TASK DUPLICATION



HIGH COMPLEXITY IN 4 PROCESSES



MEDIUM COMPLEXITY IN 1 PROCESS



LOW COMPLEXITY IN 2 PROCESSES



Solution

Having decided that the solution was to automate their business processes, PEMEX Exploration and Production carried out an evaluation of several BPM Suites among the most prestigious brands in the market, giving priority to the following parameters:

- **Short implementation times.**
- Automatic document and library integration.
- **Easy integration with other applications** using Web Services and Adapter Server.
- IT dependency redirected to the maintenance of the structure supporting the processes and the process modeling.

The characteristics that led them to choose the AuraQuantic were:

- Rapid implementation and deployment.
- A Licensing scheme adapted to their needs.
- Quick response to maintenance requests.
- Fast Return on Investment.
- Auditing support.
- **Automatic integration of electronic document libraries.**
- **Decision-making support.**
- Business status availability in real-time.
- Agile integration with other applications.
- Support when updating electronic models.
- Help to maintain operational discipline.



Solution

Thanks to the fact that the AuraQuantic iBPMS solution already included many predefined business processes, and new models could be created without the need for IT programming, implementation times were considerably reduced. For example the “Design Process Automation” process, which is highly complex and includes the participation of 150 users, was **implemented in just 3 months**, including the integration with other institutional systems using Web Services and the AuraQuantic Adapter Server.

Another important aspect was AuraQuantic’s ability to house the entire Corporate Document Management, **which enables the complete automation of the four Document Management pillars: Capture, Creation, Flow and Access to documents**. More specifically, the automatic creation of all types of Document (simple and complex) directly from the process tasks using Base Documents, which allow for complex templates to be prepared to create Automatic Documents including variable data from each process.

“ AuraQuantic enables us to immediately and easily design processes without the need for programming.”

Results

Aside from the **simplicity, time and cost savings of the implementation** itself, working with AuraQuantic has brought PEMEX Exploration and Production many added advantages, both operational and financial, through the fact that the company is able to realize immediate results, and can quickly make changes to processes without having to wait for IT staff.

Performing thousands of processes is no longer a problem. Each user receives their own tasks assigned to their own AuraQuantic desktop, a **powerful and intuitive workbench that incorporates all the management, organization and control elements of the work to be carried out: Ranks, Priorities, Deadlines, multiple Searches, Planning using different criteria, Orders, Alerts, etc.**

Eliminating all paperwork was a huge cultural change for the staff. Day to day, the workflows (tasks) are now in charge of controlling business activities and, therefore, they are the natural bearers of the necessary information for their optimum execution. Just like when designing the tasks, the documents that must be reviewed within a process are linked and made available to the user, so there's no need to search for documents, as they're already at the disposal of the task performer.

Additionally, most documents are created using the Base Document utility, which fills in a template with the Process data. This capability provides extraordinary time savings when creating documents, as well as a secure and a error-free platform for document management and delivery.

The business status knowledge is obtained in real time. **The Dashboard registers and shows the Process users and company management the current status (times, delays or advances, diversions regarding patterns, costs, etc.) of all processes while they're being executed**, without having to wait to review performance at a later date. Performance data is available in real-time. **Business Intelligence dashboards allow the management to perform focused analysis, drill down, and statistical comparisons of performance trends for Processes or groups of Processes that have completed their cycles.**

The ROI has been extraordinarily fast in all implemented processes, ranging between 4 months for the "Design Process Automation" process and a year for the "Job Application" process.



Quotes:

"With AuraQuantic we simultaneously perform thousands of proceedings, thousands of processes and create thousands of documents, all completely integrated in the system. Also, it's a software open to the instantaneous changes of the proceedings, formats, reports, etc., regardless of the company type."

Sergio Morales | Eng. Design and Installation Responsible in the Exploration and Prod. Division



"For me, the main benefits of using AuraQuantic are based on the fact that you can easily design the processes immediately, without any programming needed. You can easily adapt the system to the PEMEX strategy, purchase orders, service orders, sale orders, all procedures, and all formats. Before, we always needed an IT expert to make changes. With AuraQuantic this is no longer the case. It is like having your suit custom tailored, but quickly and easily. With AuraQuantic we have avoided the process interruptions and no conformities and now there's tremendous agility in decision making. Now, the procedures are carried out in large quantities without errors or delays."

In my opinion, AuraQuantic is better than the BPM Suites offered by the other big software companies. Others enslave the user, but AuraQuantic does not. Everything can be changed overnight if you wish, with no stress whatsoever."

Sergio Morales | Eng. Design and Installation Responsible in the Exploration and Prod. Division



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