

case study

SpectrumITech

Downstream
information
management

Shell UK Oil Products



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Shell UK Oil Product’s downstream information management needs

Shell UK Oil Products Limited delivers fuel products from fourteen disposal points to petrol station forecourts throughout mainland Britain. Most disposal points operate on a 24-hour-a-day, 7-day-a-week basis. On average, between 800 and 900 deliveries are made each day.

The delivery information is held on Shell’s SAP system and is accessed at the disposal points where proof of delivery (POD) forms are printed and distributed to the tanker drivers.

Upon delivery of the fuel product, the consignee is required to sign the POD. This note, together with supporting documentation, is then returned to Shell’s administration centre in Manchester where it is cross-checked with the original routing schedule. Any subsequent customer invoice queries would require Shell’s personnel to undertake the time consuming task of searching through boxes of delivery notes to confirm the

Key benefits

- Major improvement in service responsiveness
- Improved audit capabilities
- Bespoke nationwide solution
- Traceable audited proof of delivery within 36 hours of dispatch
- Enhanced disaster recovery
- Business change requirements successfully addressed

SpectrumITech advantages

- In-house bespoke solution
- Bar-coded and automated process
- Major cost savings achieved
- Flexible and responsive service
- Long-term client commitment

quantities delivered of each commodity, for example, unleaded/LRP petrol, diesel, marine or aviation fuel.

Spectrum chosen to address Shell's requirements

Shell required an interim solution until a fully automated, electronic proof of delivery mechanism could be implemented at the point of delivery. Because of Spectrum's track record of quality and its experience in managing off-site operations, Shell chose Spectrum to undertake responsibility for the return of the POD forms directly to their data management centre within Shell's offices in Manchester. There, the documentation is scanned, indexed and transferred to Shell's Filenet HPIL electronic data management system (EDMS) at their headquarters in The Hague.

Spectrum worked closely with Shell to redesign the POD form to enable barcode technology to be used to index the documents automatically and highly accurately at the time of scanning.

Once delivered to Spectrum, the PODs are separated into disposal points and each disposal point is processed separately. The PODs are checked for any non-conforming document requiring forwarding to Shell's administration centre for resolving.

The documents are prepared, scanned and indexed and the information converted to a format that allows loading into the Oracle database managed by the Filenet EDMS.

Spectrum responds to the daily consignments and produces electronic documentation within 36 hours of the fuel delivery. Once loaded, Shell personnel benefit from instant access to the information.

Success story leads to project expansion

The improved efficiency that resulted from Spectrum's operation raised interest from other departments within Shell's Manchester operations. Routing and Lifting (where other oil companies "lift" fuel from Shell's depots and Shell collect from other oil companies' depots) schedules were immediately added to the scope of work. Bitumen and Irish deliveries followed afterwards. Spectrum is able to adjust the operation's resources in response to varying scope of work and has been able as a result to meet Shell's needs throughout this ongoing operation.



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