

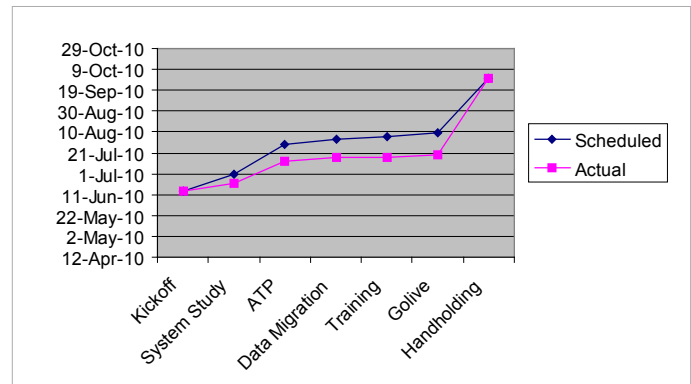
Going from Manual tracking to Process-driven in 6 weeks for 60 Users

Dialog Engineering & Construction achieves 'Go-Live' in record time.

October 16, 2010, Kuala Lumpur Malaysia- Dialog E & C recently went 'live' with WRENCH | enterprise™ as the project control system in their engineering & procurement departments in a bid to improve productivity, control quality, and shorten cycle time across the board. The crisp yet comprehensive deployment helped them evolve from a manually-driven enterprise into an efficient and system-driven organization empowered to deliver quality on time, every time.



WRENCH Implementation team together with Dialog members



▲ Fig 2

Challenges and Requirements during implementation

Dialog's work process was largely manually-driven, and like any engineering organization dealt with vast amounts of data and many processes and dependencies. Naturally this led to a few bottlenecks and challenges but fortunately these were quickly resolved without delays. Specific technical bottlenecks that had to be dealt with included conflicts with the revision Numbering system (during transmittal release) and errors with fast-track document revisions. Email escalation was also tricky due to the very large amount of correspondence generated in each project, and notifications had to be carefully set up to help the teams get early warning of potential delays. There were also some issues to be sorted out with the Procurement-Contracts report (MSR) as well as a few report-generation issues.

Results

Dialog now has an end-to-end project control and document management system installed across all groups. Features implemented include automated project information capture and real-time dashboards (to monitor progress), advanced drawing and document management, document control and change management, deliverable lifecycle management, automated reports, and automated correspondence management.

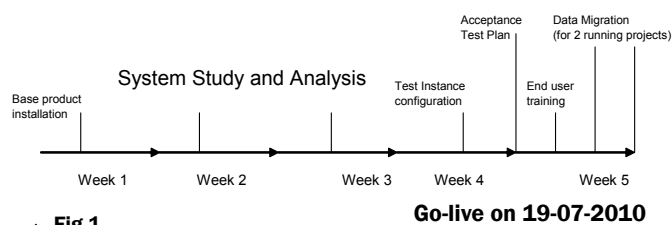
Expected benefits: Within a few weeks of switching to WRENCH, Dialog project teams will see their engineering cycle time drop by up to 40%, 100% quality in every outgoing deliverable and overall productivity will shoot up as error, waste, and rework declines. Instead of an organization dependent on human effort and manual management Dialog will have become an efficient, system-driven and globally competitive organization.

About DIALOG E&C

The DIALOG Engineering & Construction is one of Malaysia's leading integrated services provider to the oil, gas and petrochemical industry. They offer services in engineering and construction, plant maintenance, fabrication, payment technology, logistics, and many more. The company is based in Kuala Lumpur with offices in Singapore, Thailand, Indonesia, Vietnam, China, Hong Kong, Australia, Saudi Arabia, United Kingdom and USA, with business interests throughout the world. DIALOG's customers include both national and multinational oil companies as well as global engineering and services providers.

High value, fast delivery

WRENCH uses unique and very specialized implementation methods (IDEAP) to get the new systems up and running in the shortest possible time. With Dialog, it took a mere five weeks to roll out WRENCH across the entire organization, thanks to the meticulous planning and supportive teamwork from both sides. (see Fig 1 below).



▲ Fig 1

"With high-level enterprise-wide software the installation itself is a crucial success factor. Slipshod system study/needs analysis will deliver a technically accurate implementation but the client will not realize the full potential of his new system. We consider ourselves partners, not software vendors ...therefore we ensured that Dialog's business objectives aligned perfectly with the implementation goals from the word "go." commented Vincent Chia (Regional Director-Asia Pacific)

Since much of the configuration and customization is done even before the product hits the location, many of the bottlenecks and problems that are common to most large software installations were completely avoided. Each phase was so tightly controlled and smoothly executed that several phases were completed ahead of schedule. (see Fig 2) Post implementation, Dialog teams are very optimistic about the new system, and various users when spoken to during the intensive training were enthusiastic about the benefits they foresaw.

Chua Thai Lal, Procurement Advisor, Dialog E&C commented on the implementation cycle: "... (the WRENCH personnel) displayed high level of professional and domain expertise... especially in the initial critical phase of system study and analysis. (Their) domain experience and execution skills have played an important role in understanding and mapping our key business processes, resulting in moving manual system to the WRENCH engineering project control system much ahead of the scheduled timelines."