

- WRENCH EPC online
- More success stories
- Corporate Information
- Product information
- Industry Information
- Press Room
- Contact us

VA TECH WABAG



VA TECH WABAG partners with WRENCH Global on enterprise project management

VA TECH is a global technology leader in water and waste treatment, dealing with drinking water, industrial and process water treatment, desalination of sea and brackish water, municipal wastewater treatment, industrial wastewater purification and the drying of fluidized beds.

VA TECH's full-service performance range includes planning, financing, plant erection to after-sales service, maintenance and operations of plants, and has international clients in both the industrial field (such as NTPC, Indian Oil Corporation, ONGC, Bharat Petroleum Corp. Ltd. Etc.,) and local municipal authorities (like the Bangalore BWSSB).



WRENCH Global Success Story

Industry: EPC

Client: VA Tech WABAG





The need

As a turnkey project company, VA TECH generates more than 1200 documents during the design phase alone. Most of these documents pass through multiple groups and discipline engineers (civil, mechanical, electrical, instrumentation, piping, chemical, process control etc.) before being approved by VA TECH's customers and released for construction.

As a manual process, the results were unreliable and the methodology was tedious. Documents were physically (or via email) routed to various users, including the customer. Such tracking as existed was entirely individual-dependent and obviously the margin for human error was high. In this existing work climate, it took 7 days to complete a single drawing revision.

VA TECH knew it needed more than document management. Having already experimented with IT solutions with unsatisfactory results, they decided that what they really wanted was a technology partner who could:

- Provide a cost-effective solution
- Work closely with the teams to understand the existing processes and work methodologies
- Show tangible return on investment immediately

“The customer pays us for this set of documentation, so tracking and monitoring each one is my primary concern.”

*Mr. C. Shelley
Planning Manager
VA TECH WABAG*

The solution

After evaluating other options in the market, VA TECH chose to go with WRENCH EPC.

The primary need was to standardize the mixture of manual and automated processes that VA TECH was using at the time, and which had evolved over the years into enterprise wide processes.

To do this, it was necessary for VA TECH's project managers, engineers and other personnel to interact closely with the WRENCH team.

To ensure that the knowledge transfer happened smoothly, the 3-member WRENCH team put together a focus group consisting of key users from each department at VA TECH, and the Quality Control Manager (who also doubled as the IT manager)





Some key issues that the WRENCH team had to solve during the implementation:

1. At the time of implementation, VA TECH had in theory adopted ISO procedures, but in practice each group continued to follow the processes it had evolved over years and was used to. Each of these processes had to be understood, streamlined or eliminated altogether before being translated into WRENCH'S automated environment.
2. A few years ago, VA TECH developed some software internally to handle document numbering – a very critical part of document management, since it controls how documents are stored and retrieved across the enterprise. The software had been working satisfactorily, but it used a very complex numbering logic which had to be broken down and simplified and then put into WRENCH. That done, the system now in use for creating and retrieving documents is so simple and effective that the company's secretaries are using it, leaving the engineers free to focus on their specialized tasks.

3. VA TECH was using a manual time-logging system to keep track of billable man-hours. Naturally this was very laborious and was not updated by users (until they were forced by stopping salaries and other extreme measures). Today, this system is completely automated and error-free.
4. All the master data (employee data, project details, WBS details, man hour estimates etc.) had to be reformatted and standardized before it could be ported into WRENCH – which proved to be a mammoth task due to the sheer volume of data that existed in a variety of formats and storage media, including hard copies.





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VA TECH WABAG



The strategy

Since time was of the essence, the WRENCH team hit upon a time-saving strategy that enabled them to deliver the entire implementation in a short 3 months.

They used their learnings over previous implementations and in-house domain knowledge, the 3-member team created all the templates that would be needed by the customer even before they arrived onsite, knowing that their time there would be best spent in understanding the customer's work environment and issues.



The benefits

Apart from immense **time savings** in its project cycles due to the automation of all routine tasks, VA TECH today enjoys a new level of predictability in its project management – project managers can **anticipate and solve problems** even before they occur, thanks to the proactive alerting system that WRENCH has brought in.

VA TECH is also able to get the most out of its resources – with **automated monitoring** of individual and group deliverables, **redundancies have been eliminated** and managers can easily track and manage tasks across the entire enterprise.

Thanks to the in-depth study that WRENCH did before implementing the product, VA TECH can now **learn from past** mistakes, and in fact has gained a more accurate picture of its own processes – over time, this kind of knowledge management will result in continuous improvements in project delivery. VA TECH is also able to ensure that all stake holders of the project follow process laid out by the organization which is ISO-9001-2000 certified and also have total control on the project Engineering deliverables.

VA TECH is today using WRENCH as selling tool to customer based on quality and on the basis of providing online monitoring facility to customer for the project. This has enabled them to beat competition and even get customers to pay extra in the competitive scenario of Turnkey projects.

