

National Energy Transportation Company Refines SOX Compliance and Reporting, Automates Processes with PMG's Low-Code Digital Business Platform



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The Desire to Go Digital

A national fuel terminaling and transportation company long knew the value of a process-driven organization, relying on its processes to maintain strict SOX, tax and regulatory compliance, as well as accurately measure its fuel deliveries and inventories.

However, outdated paper processes and Excel-based reporting created various process inefficiencies, hampering the lean project approach employees wished to adopt. With PMG's Digital Business Platform, the company was able to digitalize, accelerate and better track key processes, simplifying compliance and driving overall efficiency.

Surveying the Challenges at Hand

Bogged down by manual reporting and tracking, this fuel terminaling and transportation company faced several challenges:

- Rigid inventory measurement standards
- Distributed workforce
- Limited visibility into company data and enterprise workflows
- Complex SOX regulations

To address these issues, the company sought a solution with an affordable up-front investment that offered low-code configurability. This would allow its team to quickly map new processes and strengthen existing ones. The company found its ally in PMG and the company's Digital Business Platform.

Finding the Right BPM Partner

With an eye on finding a true BPM partner, this national energy transportation company began an extensive online search, examining functionality, value and implementation times.

"PMG quickly separated itself from the pack. The software is easily configurable, so it promised to support our lean project approach to streamline our processes and compliance efforts," said the company's solutions manager. "The solution also offered a manageable financial entry point, versus the major investment required from custom solutions."

"PMG quickly
separated itself
from the pack..."

—SOLUTIONS MANAGER

PMG Digitalizes Inventory Tracking, Work Management

Rigid inventory measurement standards. High-value shipments coming in and out daily. And a workforce distributed across more than 50 terminaling locations throughout the U.S. Working for this leading fuel terminaling and transportation company is anything but low pressure.

Previously, the company used Excel documents to manually track and share all incoming and outgoing inventory. These reports were then manually shared internally to drive the creation of work orders to establish day-to-day priorities. Ultimately, this limited the visibility and forecasting abilities of the management team.

Seeking greater efficiency and process simplicity, the company worked with PMG to digitalize inventory tracking and work order process at one of the company's major terminaling hubs. The team began with a single plant location that processed more than 1200 operations orders annually, creating front-end forms for better tracking of inventory and easier work management. Now, the PMG platform captures this data, allowing company leaders to view all reports in a real-time informational dashboard for up-to-the-minute insights on incoming and outgoing shipments.

Next, the team automated the generation of all work order documents using PMG's workflow designer, simplifying the creation process while using shipment data to create a more informed day-to-day action plan.

"Talk about seeing immediate value. With an easier way to track and view the data, we not only strengthened internal communications, but we also expedited back office operations, such as customer billing," said the solutions manager. "It's easier, because everything happens in one shared, universal system accessible for our dispersed workforce." With help from PMG's Digital Business Platform, the company has reported savings of 83 percent across its processing times.

83%

**REDUCTION IN
INVENTORY TRACKING
PROCESSING TIME**



When Enterprises Catch the Automation Fever

Having recently digitalized and automated key inventory reporting and work management processes, the company set out to duplicate this success with its purchase orders process.

As with the work order process, purchase orders relied on a lengthy paper trail with a varying number of touch points. And whether the purchase order was for \$5 or \$5,000, it could take weeks or months to complete the process from start to finish.

PMG's Digital Business Platform again proved its worth. Due to the platform's configurability and ease of use, the energy transportation company was able to quickly build a purchase order process by using earlier initiatives as models.

Soon, the team automated document creation and delivered activity-triggered notifications. This forced employees to use a standardized form while notifying the appropriate contact when their approval was needed, accelerating the purchase order process.

While the company enjoyed speedier turnarounds and simpler approvals, the accounting department soon noticed another benefit – the ability to immediately flag fraudulent purchase orders. Because PMG's platform allows users to all see and view a myriad of attachments, accountants suddenly had easy access to all purchase order information, allowing them to more quickly notice and rectify discrepancies.

63%

REDUCTION IN PURCHASE ORDER PROCESSING TIME



Speedier
Turnarounds



Simpler
Approvals



Easy PO
Info. Access



Immediate
Fraud Flagging

Simplifying SOX Compliance

Having successfully automated three distinct processes (inventory reporting, work management and purchase order requests) this national energy transportation company decided to drill into its next big initiative: simplifying SOX compliance. The company needed a way to create universal, digital processes to help drive efficiency and streamline compliance reporting. And accurate reporting was a must.

All public companies know the pressures associated with SOX compliance, yet for the fuel terminaling and transportation industry there's a very narrow margin for error. To ensure inventory accuracy, the company constantly calibrates its fuel meters to tight specifications, a process that had long lived in paper copies and Excel. However, rather than simplify the process as the company had done with previous initiatives, the team was intent on adding process rigor for better reporting and tracking of contractor performance. By creating a series of dynamic front-end forms to capture all calibration data, the company soon saw its calibration reporting dramatically improved with greater accuracy and efficiency.

The company also makes the most of PMG's extensive integration capabilities, using the technology to integrate with disparate, external databases. This allows company leaders to view aggregated report data in a real-time informational dashboard for up-to-the-minute insights, ensuring proper compliance.

In addition, the company sought a better means of processing meter calibration waiver requests. If for some reason a terminal cannot adhere to guidelines, the terminal documented the reason with a waiver request. The waiver request then went through a multi-level review process, which lived in Excel and carried the burden of a multi-touchpoint paper trail.

Using PMG, the team automated document creation and built workflows to ensure the requests continued moving from creation to the final approval. However, the real value lies in how PMG has allowed the company to time stamp, track approvals, capture request notes and then conveniently store this information on a company server.

Overall, the team reports on PMG accelerating the process by 67 percent. And now if an auditor needs the information, team members can quickly access the data and write reports from the data which is stored on a company server.

67%

**REDUCTION IN METER
CALIBRATION REPORTING
PROCESSING TIME**

Keeping the Efficiency Going

While the energy transportation company has seen major efficiency gains across core processes from inventory management to meter calibration reporting, PMG's value has quickly expanded to other areas of reporting as well:



70%

Terminal
Monthly
Reports



75%

Weekly
Regulator
Reports



94%

Monthly
Regulator
Reports

79%

**AVERAGE REDUCTION IN
REGULATORY REPORTING
PROCESSING TIME**



A Flexible Platform for Your Digital Needs

“With PMG, we were able to give management a holistic view of what was going on at each terminal and with each contractor,” said the solutions manager. “Ultimately, that’s the biggest value proposition I’ve seen from PMG.”

“We never plan with the platform in mind. We simply map out our process improvements using our lean approach, and we have total confidence the platform is configurable enough to meet our needs. It’s a wonderful start to a long-term relationship.”

ABOUT PMG

The Global 2000 rely on PMG's Digital Business Platform to streamline operations and increase ROI. By automating processes and integrating systems while improving user experience and enhancing collaboration, PMG delivers better results, faster, to business and IT managers. Our low-code BPM platform is configurable and supports constantly evolving business needs for solutions ranging from case management and compliance to IT process automation and HR enablement.



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