Overview

Centrica is the largest supplier of gas to domestic customers in the UK, and one of the largest suppliers of electricity. Centrica Energy sources gas from Centrica's own production assets and via third parties to supply residential and industrial customers in Great Britain and continental Europe.

The Challenge

Following Centrica's acquisition of Venture Production in 2009, the company sought a revision of the existing management processes and a solution which would incorporate both organisations systems into one.

BusinessPort had previously installed a system into Venture Production with great success and were contacted by Centrica to demonstrate the capabilities of the Agility system. The Company's existing management system was based on Visio flowcharts to map business processes. However, as the associated documentation couldn't be linked to the flowcharts, it had to be located elsewhere making searching for content a difficult and laboured process for staff.

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Solution

Centrica was impressed with BusinessPort's team of experienced process analysts and background of working on similar projects with organisations of a comparable size and scale. Business Analysts carried out a "Discovery Exercise" to evaluate Centrica's reflected operates.

They then undertook a gap analysis to identify and develop the necessary controls as well as harmonising and rationalising the existing processes. An awareness campaign throughout the company kept staff informed on what was happening, the reasons for the change, how it would affect them, the projects progress, and completion dates.

Results

It is crucial for Centrica that their workforce knows how and where to access the managment system. Therefore, BusinessPort ensured staff could find Agility from the Centrica Energy regional web page.

Agility has a diverse range of functions such as the ability to assign owners when creating new documents and process maps ensuring everything is kept up to date, enabling greater levels of accountability and transparency throughout the organisation. The compliance feature also ensures more control as all quality procedure standards and guidelines can be linked to job documentation.

Relationship

"BusinessPort's experience of implementing similar projects with other operators was very beneficial, I was particularly impressed with their background in process analysis and the whole service package was very much appreciated.

We would definitely recommend BusinessPort to clients as their Agility combined with their professional expertise and background is second none."

Agility
SYSTEMS
Integrated Process Management

Microsoft
CERTIFIED
Partner

For further information on Agility or other BusinessPort services please contact:
UK Tel: +44 (0)1224 33 00 00   Email insight@BusinessPort.net