



WEB PLATFORM FOR FUEL MARKET

Slovnaft Polska has completed the implementation of its IFS B2B Portal, a web-based solution that will greatly enhance the quality of customer service.

LEGACY SYSTEMS WERE INEFFICIENT

Soon after its establishment, Slovnaft Polska realized that it needed integrated ERP software to replace its disparate wholesale, retail, finance and reporting systems. Multiple manual data input took too much of the time needed for checking the quality of input and removing errors. And management reporting became extremely time-consuming as it was necessary to generate reports ad hoc in spreadsheets. Monthly balances took approximately eight days. Moreover, the legacy system was unable to cope with the increasing number of transactions resulting from growth in the wholesale business.

RIGHT TIME FOR THE NEW SYSTEM

In May 2002, Slovnaft Polska purchased IFS Applications. The implementation was conducted in compliance with IFS methodology and integrated all operational areas in the company. Management accounting was reorganized and single data input procedures at generation point were introduced. Moreover, automatic cost settlement and cash flow monitoring were set in motion. As a result, Slovnaft Polska derives all the benefits of a uniform database.

THE CUSTOMER IS OF KEY IMPORTANCE

However, market conditions have been changing fast, business processes have been accelerating and customer expectations growing. Richard Milošovič, CEO, Slovnaft Polska explains, “The implementation of our vision of the company led us to make changes. Our ambition is to become a real partner company driving change in the fuel market in Poland.”

The integrated management support system had already solved the problem of internal data processing. To further improve its customer service, Slovnaft decided to invest in a web platform, and presented its implementation team with a number of ambitious goals.

Dominik Jarczyk IT & ERP Department Coordinator, Web Platform Implementation Manager, adds, “As the number of customers and orders grew steadily, we felt that we were not always in full control of the information flow. For this reason, we decided to implement CRM and the web platform. This was the only solution providing us and our customers with access to indispensable information for bilateral commercial contacts, and the option to place orders via IFS B2B Portal, which proved beneficial to both parties. The customers should be able to check their balance of account settlements with Slovnaft (credit limit and debt data

ABOUT SLOVNAFT

Slovnaft Polska S.A. has been operating in the fuel sector since 1997. Its sole owner is SLOVNAFT, a.s., Bratislava, Slovakia. In only four years it became one of the major liquid fuel distributors in Poland. Focusing mainly on the wholesale trade, Slovnaft Polska is also developing a network of partnership filling stations in southern Poland. At present it has more than 300 partners, 35 employees in Poland and revenue in 2006 of more than US \$ 660 million.



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Dominik Jarczyk IT & ERP Department
Coordinator, Web Platform
Implementation Manager



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are available), order status, order history, issued invoices, credited payments and current products offered for sale (assortment, prices). When we met these predefined goals, we were able to restructure a number of processes in the company. In addition to providing our customers faster and easier access to information, we were able to process a higher number of orders. Also, we eliminated errors related to entering data from fax and telephone messages into the system.”

SELECTION AND IMPLEMENTATION OF WEB PLATFORM

Slovnaft Polska signed a new agreement with IFS Poland because IFS had previously shown comprehensive knowledge of Slovnaft’s specific operational requirements and reacted in an agile manner to Slovnaft’s needs. The key features to be achieved were functionality, openness and integration with other IT tools used in the company, independence from the system hardware platform, modern solutions and safe data processing. “The solutions implemented in our company were unique; they have never been used on the Polish market,” says Dominik Jarczyk. “The applications are used to automate processes, integrate data, improve customer service quality, cut costs and eliminate errors. IFS B2B Portal on the web platform is used directly by 35 internal users and facilitates the comprehensive sales process servicing. It is also used by 300 of our customers. External users have permanent access to updated fuel prices, their current account settlement with the company, order processing status, credited payments and issued invoices (invoice history review with an excerpt print-out option). The portal facilitates order placement by ensuring automatic completion of boxes which require calculation and final form review. The customers can also be automatically updated by e-mail on predefined events, such as issuing an invoice. In the first month after implementation, 10% of orders were placed on-line, which was a high rate. After a further three months, the figure was 47%. Once customers try this facility, they want to use it all the time.”

PLANS FOR THE FUTURE

The web platform is serviced and developed by the Slovnaft Polska team on its own. “We seek the support of IFS experts when it is necessary to work with the database mechanisms of the system,” says Dominik Jarczyk. “IFS is always ready to help; they are open to our needs and are able to adjust solutions to meet our expectations.”

“We are constantly on the outlook for the development options for our system”, adds Dominik Jarczyk, commenting on the company’s plan for future. At present, we need to automate data transfer between the company and the fuel bases. In the near future, we will adjust the system to cover settlements related to bio-fuel generation.”

BENEFITS

- Increased competitiveness and work efficiency
- Higher customer servicing capability
- Significant customer service quality improvement
- On-line customer access to constantly updated data
- Improved quality of information vital for the company, faster access to such information
- Process automation
- Elimination of errors resulting from manual data input into the system
- Reduction of operating costs, in particular telecoms-related ones

SOFTWARE

IFS Financials™
 IFS Distribution™
 IFS Manufacturing™
 IFS Document Management™
 CRM
 IFS B2B Portal on IFS web platform

IFS Applications' users:
 35 internal users
 300 external users



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