



MAJIS ENHANCES VISIBILITY AND ASSET AVAILABILITY WITH IFS APPLICATIONS™

Since implementing IFS Applications™, Majis has achieved greater control over production costs, improved reliability of service, increased visibility across the organization, and developed its partnership with O&M contractor, Azaliya (a subsidiary of Veolia), to better manage assets and procurement.

NO VISIBILITY

Since its inception in 2006, Majis' roots were in providing seawater for cooling the tenants of Sohar Industrial Port Area (SIPA), Oman. Majis was using a small financial package and a mixture of spreadsheets and databases to manage its operations. All data was entered manually, for example, and staff was managing maintenance, inventory, and procurement with spreadsheets and databases. Even back-end operations were very manual and cumbersome. If an employee applied for leave without pay, there was no visibility from management, to resourcing, through HR to payroll to administer this simple task; it was all manually entered. Majis lacked visibility into daily operations, there was no consistent process followed by departments, work was cumbersome and errors with data entry were incurred. "This impacted the ability to make decisions in real time, which affected the business," says Emad Al-Manthari, Head of Information Technology, Majis Industrial Services S.A.O.C.

The operation and maintenance of Majis' assets were outsourced to Azaliya, a Veolia company. There was no single version of truth that existed between the two companies on asset performance, maintenance history, spare parts ordered and inventory supplies. If a water pump was down, sometimes there was duplication of staff allocated to fix the pump, there was no clear asset record to view the history and often, there was the duplication of multiple spare parts ordered to repair the pump. "We needed to address the visibility and work in unity with Azaliya to ensure we were running at the highest level of plant availability with 100% asset optimization," says Al-Manthari.

Majis expanded its footprint to become a complete water utilities solution provider and required an integrated ERP solution that could manage assets, procurement, finance and human resources.

INVESTING IN THE BUSINESS

"We went to tender, but it was IFS Applications that was the standout solution for us. The rich functionality in IFS Applications was more advanced to meet the needs of our business whilst being highly competitive. The IFS Middle East

ABOUT MAJIS

Majis Industrial Services (Majis) was established in 2006 to provide water services to Oman's growing industrial port and other special economic areas in Sohar. Majis started its operations by providing seawater for cooling purposes to the tenants of Sohar Industrial Port Area (SIPA) and has since grown to become a one-stop water utilities solution provider.

Majis has built up a strategic alliance with Azaliya, a subsidiary of Veolia Water, the global benchmark in the design, construction and operation of water and wastewater services facilities. Through this alliance, Azaliya carries out operations and maintenance services to Majis water plants.



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team gave us the confidence that the project would be implemented on time and on budget and would be able to grow with us,” says Al-Manthari.

By implementing IFS Applications, Majis has optimized operational efficiency coupled with gaining extensive functionality to support asset optimization, procurement and inventory planning to support Azaliya. “Implementing IFS Applications allowed us to integrate all our departments with one system where we gained business intelligence and access to information in real-time from any location,” says Al-Manthari. The integration of finance, human resources and document management has improved planning, scheduling, and work force optimization whilst achieving greater control over production costs. With the implementation of Health and Safety, Majis is now fully accountable and can take the necessary procedures to deal with any issue.

Majis increased collaboration between Azaliya, improving complete visibility of assets, procurement and inventory, whilst achieving the highest possible level of plant availability. “With one system that both Majis and Azaliya enjoy, we have complete visibility of the plant, asset lifecycle, inventory stockpiles so that we now achieve operational efficiency,” says Al-Manthari. Majis has complete visibility of inventory stockpiles and can order parts when required whilst Azaliya proactively operates and maintains the assets ensuring plant availability. This means that Majis can focus 100% of our efforts on the commercialization of water and Azaliya can dedicate 100% focus to maximizing plant availability.

The added benefits of IFS Applications is that employees at both Majis and Azaliya can work anywhere in real-time. Majis use IFS touch apps IFS Notify Me and IFS Talk for mobile devices that enables employees to approve purchase orders, expenses, invoices etc. anywhere and collaborate with other staff in real-time. “This has helped to increase operational efficiency,” says Al-Manthari.

“Training staff to use IFS Applications could never be easier,” says Al-Manthari. “IFS Applications has easy to search functionality, saving favorite screens and post-it notes has enhanced communication between colleagues. IFS Applications is so user friendly and the intuitive nature sometimes means I don’t need to contact the IFS support team, I can solve the issue myself.”

IFS APPLICATIONS STRENGTHENS MAJIS WORLD CLASS OPERATIONS

Implementing IFS Applications has elevated Majis ability to be agile and successfully operate in the commercialization of water whilst achieving 100% plant availability with Azaliya. “Our CEO loves IFS Applications because it gives him the business intelligence in real-time to accurately manage forecasts, risk management and business operations to make informed decisions that impact the business,” says Al-Manthari. By having information in a central repository means the wealth of knowledge has increased across the business and employees. Even Azaliya has reported benefits towards achieving 100% plant availability. “I would completely recommend IFS Applications to any asset intensive business as we have seen huge improvements in the way we operate. Most importantly, it’s the right solution to support our business,” says Al-Manthari.

BENEFITS

- Increased utilization of assets
- Information in one central repository available in real time
- Quicker and more informed decision making

SOFTWARE

IFS Financials™

IFS Human Resources™

IFS Projects™

IFS Supply Chain™

IFS Document Management™



“With its rich industry functionality, IFS Applications has centralized our business, created complete visibility in real-time to employees, supported Azaliya in optimizing plant availability whilst controlling production costs and ensuring we provide a reliable service to our customers.”

Emad Al-Manthari, Head of Information Technology, Majis Industrial Services S.A.O.C.



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