

Thiess Cuts Procurement Times from Hours to Minutes, Automates Greenhouse Gas Reporting



Thiess
Brisbane, Australia
www.thiess.com.au

Industry:

Engineering & Construction

Annual Revenue:

US\$5.2 billion

Employees:

17,000

Oracle Products & Services:

JD Edwards EnterpriseOne
Financial Management Suite
Supply Management
Human Capital Management
Supply Chain Execution
Project Management
Oracle SOA Suite for Oracle
Middleware
Oracle BPEL Process Manager
Oracle Business Intelligence Suite
Enterprise Edition
Oracle Financial Analytics Fusion
Edition
Oracle WebCenter Suite
Oracle Universal Content
Management

“The mining, construction, and engineering industries are competitive, and we can’t afford to be offline for a lengthy period of time. With Oracle solutions in place, we can order spare parts for our equipment quickly and easily, which ensures the smooth running of our operation.” – Ian Wade, Executive General Manager, Thiess

Established in 1934, Thiess is a leading mining, construction, and services organization with operations across Australia and Indonesia. The company mines more than 95 million tons of coal each year. Its construction and engineering operation builds infrastructure for roads, railways, and bus ways, dams and water, pipelines, and power projects, while its services arm operates in the areas of waste and facilities management as well as utilities infrastructure operation and management.

Some of Thiess’ recent projects include the development of Melbourne’s EastLink motorway, the Lane Cove Tunnel, the redevelopment of the Royal North Shore Hospital in Sydney, and the Airport Link Tunnel in Brisbane. Thiess is owned by Leighton Holdings Limited and employs around 17,000.

Since 2002, Thiess has used Oracle’s JD Edwards EnterpriseOne Financial Management, Supply Management (Procurement), Capital Asset Management, Human Capital Management, Supply Chain Execution (Logistics), and Project Management. These modules are used to manage the company’s financials, product procurement, asset management, human resources, and payroll functions.

The solution served Thiess well up until 2007 when the company wanted to take advantage of Web services. “The version that we were using did not support Web services and support was also becoming limited,” said Ian Wade, executive general manager, at Thiess.

Key Benefits:

- Enabled the company to link its JD Edwards EnterpriseOne system with an online marketplace, which allows staff to order equipment spare parts in minutes rather than hours
- Allowed managers to easily access and view relevant financial information without needing to request reports from various departments
- Reduced the time it takes to provide annual greenhouse gas emissions reports to the Australian Government from two months to two days
- Enabled staff to organize leave, view pay slips, and update personal information online, which reduced the load on the payroll department
- Provided staff with easy access to a central repository of company information

In 2007, Thiess deployed JD Edwards EnterpriseOne 8.12. In 2009, the company also purchased Oracle BPEL Process Manager to automate its procurement process, and Oracle Business Intelligence Suite Enterprise Edition and Oracle Financial Analytics to give managers easy access to financial information from the JD Edwards platform and to streamline annual greenhouse gas emissions reporting. Thiess also uses Oracle WebCenter Suite to provide Web-based self-service capabilities to employees and Oracle Universal Content Management as its primary content management tool.

Automated Product Ordering Over the Web

Thiess is using the Oracle BPEL Process Manager solution to interface with Quadrem, an online business-to-business marketplace run by major players in the mining industry. The company uses Quadrem to order spare parts from construction and mining equipment suppliers, such as Caterpillar.

Thiess staff logs onto the online system and selects products to purchase. The product description, part numbers, and other information is then fed into the JD Edwards EnterpriseOne supply management solution. The purchase is approved and a purchase order is created and automatically sent through Quadrem to the supplier.

Previously, Thiess staff would need to call a supplier to order parts, get a price, enter the order in the system manually, get it approved, and fax the order back to the supplier. This process would take a few hours or days, compared to a few minutes with the online system.

“The mining, construction, and engineering industries are competitive and we can’t afford our equipment to be offline for a lengthy period of time,” said Wade. “With the Oracle solutions in place, we can order spare parts for our equipment quickly and easily, which ensures the smooth running of our operations.”

Data accuracy has also improved dramatically because the company is pulling information directly from a supplier’s Web site and into its system, eliminating errors that sometimes occur when data is entered manually.

Financial Reports Available Daily

Managers use Oracle Business Intelligence Suite Enterprise Edition and Oracle Financial Analytics to access financial

accounts receivable and payable information from the JD Edwards EnterpriseOne Financial Management platform.

A simple, graphical, drop-down, interface provides managers with a snapshot view of outstanding receivables balances and accounts that are due to be paid. Previously, they would have to ask accounts staff to pull reports out of the JD Edwards system, and data wasn't easily readable.

"Managers now have reports at their fingertips, so they know immediately when to contact customers when payments are overdue, rather than potentially having to wait a few weeks before they realize that this is the case," said Wade. "It works the other way too; managers can easily track when supplier payments are due to ensure bills are paid on time."

Streamlined Annual Greenhouse Gas Reporting

Thiess is required to file an annual report with the Australian Government that details the organization's contribution to greenhouse gas emissions, following the passing of the National Greenhouse and Energy Reporting Act in 2007. This is expressed in tons of CO₂ equivalent, a unit that is used to convert masses of gases, such as methane and nitrous oxide, to a mass of CO₂ that provide the equivalent warming over a 100-year timeframe.

To streamline this reporting process, Thiess purchased an add-on to the JD Edwards platform, which was developed by Oracle Certified Partner Ndevr. The solution pulls data from the system, populates a greenhouse ledger, and calculates the amount of CO₂ and energy produced by the organization.

"For example, when fuel is issued to the plant, a transaction will be triggered in the greenhouse ledger because the fuel is identified as a greenhouse item," said Wade. "We can view the greenhouse gas and energy figures for each of our facilities on a daily basis.

"Before we had this solution in place, we had to download the data from the JD Edwards system and manipulate it in Microsoft Excel, which would take a couple of months," said Wade.

"Now, it takes a couple of days to get the data and enter it into the Australian Government Web site. Data accuracy is far better too."

Portal Reduces Payroll Load

Thiess has also deployed Oracle WebCenter Interaction to provide online self-service capabilities and reduce the load on its payroll department. Staff uses the solution to organize leave, view pay slips, and update personal information.

“Importantly, the portal empowers employees to take ownership of their own information,” said Wade. “Payroll staff is freed up to concentrate on higher value tasks.”

Easier Document Management and Retrieval

In 2005, Thiess rolled out Oracle Universal Content Management to provide a central repository for information delivered over its intranet, which includes company policies, procedures, best practices, internal news, and phone lists.

The system also provides a knowledge bank, or forum, where staff can ask each other for advice and share knowledge about common areas of interest, such as project systems for drilling and blasting.

“Staff members across the organization now have a way to access and share information easily,” said Wade. “They no longer spend too much time searching for what they need, which was the case with our previous solution.”

Why Oracle?

Thiess has been an Oracle Database customer for more than 10 years and was a JD Edwards customer before JD Edwards was acquired by Oracle.

“It worked out well for us,” said Wade. “Oracle provides a good support infrastructure, and they are always keen to help us when we run into any issues.”

Implementation Process

Thiess’ internal IT team spent eight months, from March 2007 to October 2007, deploying JD Edwards EnterpriseOne 8.12. During this time, hundreds of system modifications had to be tested and retrofitted.

“Most of the custom reports came across cleanly to the new version so it ran pretty smoothly,” said Wade.

Thiess engaged Oracle Certified Partner Analytics 8 to assist with the deployment of Oracle Business Intelligence Enterprise Edition and Oracle Financial Analytics. “They did great job of helping us iron out the issues that we had getting the solution up and running,” said Wade.

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