CTRM System Review and Enhancement

CASE STUDY

How capSpire was able to clean up and expand a previous RightAngle implementation in a matter of months after a fuel supplier and marketer's two-year struggle to resolve issues

DISCOVER

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01   THE ASSIGNMENT

A fuel supplier and marketer with operations based in the Northeastern and Mid-Atlantic U.S. asked capSpire to complete its prior RightAngle implementation and incorporate its primary line of business—delivery of fuel via trucking fleet to gas stations—into the system, and onboard a another line of business focused on delivering fuel to frac customers.

02   THE GOAL

Resolve all custom code, configuration and performance issues that had been plaguing the CTRM system, and implement the delivered and frac businesses in RightAngle.

03   THE PROBLEM

The company had implemented RightAngle previously for its rack business. However, the system's configuration and performance failed to meet expectations, even after other third parties' attempts to fix the problems for a few years.

03   THE PROBLEM CONTINUED

+ Too many business and support processes were manual.

+ Redundancies existed within business processes around end of day and reporting.

+ Accepted, common practices for customization had not been adhered to. For example, there was duplicate, poorly performing code across the board and gaps between source code and code in the production environment, which could result in lost code and diminished functionality of the system.

+ Integrations with other internal and external systems were performing poorly and were not scalable.

+ Heavy dependence on off-site it support resulted in inefficiencies, delays, and increased costs.

The company sought a plan for moving forward and resolving these issues so its leaders could be satisfied with their substantial investment in a CTRM system and achieve the expected ROI. Additionally, two more segments of business needed to be moved out of legacy systems and into RightAngle.

04   THE SOLUTION

Phase 1: capSpire undertook a comprehensive review of the rack business implementation in RightAngle. The code, architecture, and processes were reviewed and documented. After discussing the findings with business and IT stakeholders, capSpire, in collaboration with the in-house IT team, tuned poorly performing code and cleaned up custom code. Critical business processes were redesigned to reduce execution time and manual effort.

Phase 2: As part of the implementation of the delivery business in RightAngle, capSpire automated many processes, such as inputting prices, extracting and distributing reports, tuning the end-of-day snapshot, and monitoring database performance. Several critical processes were also streamlined. End-of-day reporting went from a multi-step process consuming six to eight hours to a single, automated step that takes less time and oversight. The end-of-day snapshot, which used to take two-and-a-half hours, now completes in about 25 minutes.

Phase 3: To implement the frac business in RightAngle, capSpire worked with stakeholders to identify business nuances, reviewed contracts and invoices, and designed a process to capture the product movement from client to haulers to customers. The team worked closely with the haulers and customers to align processes and data. With all teams in alignment, new processes were modeled in RightAngle and data feeds automatically into the system. Manually capturing tickets and invoicing was eliminated with the new interfaces, which greatly increased efficiency. capSpire also refactored some existing pricing interfaces to save time, some price imports that earlier took up to six hours to complete, now finish in under five minutes.

capSpire's managed services team continues to provide ongoing, day-to-day RightAngle support for the client's business while continuing to serve as an advisor in the general CTRM space.

05 THE BENEFITS

+ WELL-FUNCTIONING AND STABLE CTRM SYSTEM CAN NOW ACCOMPLISH WHAT IT WAS ORIGINALLY INTENDED TO DO

+ AUTOMATED PROCESSES SAVE TIME AND REDUCE THE POTENTIAL FOR ERRORS

+ SIGNIFICANTLY SHORTER PROCESSES FOR END-OF-DAY SNAPSHOTS (↓83%) AND MULTIPLE PRICING IMPORTS (↓99%)

+ INCREASED SELF-SUFFICIENCY AND REDUCED OVERSIGHT OF DAILY PROCESSES

+ SCALABLE INTERFACES ENABLE ADDING NEW AREAS OF THE BUSINESS WITH MINIMAL EFFORT

+ PEACE OF MIND ASSOCIATED WITH HAVING A PARTNER TO PROVIDE CTRM EXPERTISE AND ASSISTANCE

CLIENT QUOTE

"The most telling statement we can make about our relationship with capSpire is that we feel that they are totally acting in our best interests and as a part of a cohesive team that includes not only Guttman Energy employees, but also members of other consulting firms."

-Guttman Director of Information Technology

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