



Saudi Electricity Company speeds development 10X with Nintex

The Middle East's largest provider of electric power uses Nintex to monitor and speed construction projects at remote sites around the country and the region.

Organization

Saudi Electricity Company

Website

www.se.com.sa/en-us

Industry

Energy

Country

Saudi Arabia

Business situation

With its field sites dispersed throughout the country, SEC wanted a better way to manage construction and maintenance issues with its many contractors working in remote sites.

Solution

As part of its digital transformation, SEC is creating a growing range of intelligent automation solutions based on Nintex Workflow, Nintex Forms, and Nintex Mobile, including a Contractors' Portal, Violations Control System, Maintenance Management System, Employee Complaints System and its Smart Metering Project.

Benefits

Supports e-services continuity during COVID-19
Enables KPI reporting dashboard for better, data-driven decision-making
Speeds solution development by 10X
9 million+ meters transformed into smart meters

Digital transformation accelerates SEC's business

With facilities spread across much of the 830,000 square miles (2,150,000 square kilometers) of Saudi Arabia, managing construction and maintenance projects handled by contractors rather than a full-time workforce is sure to be a challenge.

As the biggest provider of electrical power in the Middle East and North Africa, the Saudi Electricity Company (SEC) is worth more than 480 billion Saudi Riyals (128 billion USD) in assets and serves more than 9.8 million customers. With that kind of footprint, modernizing processes was a priority at SEC.

The previous, mainframe-based management system relied on manual processes. Contractors had no way to submit project updates from the field. Consequently, managers based out of the company's headquarters had little visibility into field status.

To address it, the company considered solutions from a range of first-tier ERP suppliers, as well as a solution based directly on SharePoint. However, those solutions either lacked the functionality that SEC wanted or were too expensive to develop and maintain.

DIGITAL TRANSFORMATION KEY STAKEHOLDERS

Sulayman A. Al-Sugair

Executive Director,
IT & Communication Sector

Sami Sokker

Information System
Department Manager

Ahmed Al-Saggaf

Advanced Technologies
Projects Manager

A growing range of Nintex solutions

SEC found exactly what it needed in Nintex. Using a variety of Nintex technologies, including Nintex Workflow, Nintex Forms, and Nintex Mobile, SEC has created a series of solutions. First up was a Contractors Portal and Construction Mobility solution, and a Violations Control System, Maintenance Management System, and Employee Complaints System soon followed.

The Contractors Portal is a way for both contractors and SEC managers to interact with a variety of business processes, including requests for project modifications, additional materials, return of materials, confirmation of completion certificates, special projects implementation, and work permits.

It includes specific workflows and tasks for:

- Contractor crews, who perform tasks on site, complete electronic forms and respond to notifications, and upload pictures of site status

- SEC field supervisors, who perform task inspections, complete tasks, and upload pictures
- Back office managers, who submit approved work orders to the portal and get status updates for every task

A typical construction task process workflow starts with the SEC dispatcher submitting a work order to the contractor. The contractor then visits the site, verifies the details of the work order, issues excavation permits, and starts the excavation, laying of cable, and installation of equipment. An SEC inspector then inspects the work in process. The contractor confirms the project's completion and readiness for final testing; the field supervisor prepares an operating plan, and the work is marked as completed.

“With the Nintex-based portal, our managers now have access to data, pictures and video of remote sites throughout the construction process, so they have a faster, fuller understanding of project status and can make better decisions about how to proceed.”

— **Ahmed Al Ssaggaf**, Project manager of Advanced Technologies, Saudi Electricity Company



Development up to 10X faster

SEC developed the Contractors Portal solution up to 10X faster than it could have with other technologies, thanks to Nintex.

“We used Nintex because we could save precious developer time and effort and simply build the processes faster,” says Ahmed Al-Ssaggaf, SEC Project manager of Advanced Technologies. “The portal was a complex solution that required mobility components and integrations with other key systems throughout our enterprise, such as our safety and security systems. Nintex met all our needs.”

It isn't just solution development that's now faster, thanks to SEC's use of Nintex. So the decisions made by key managers. “With the Nintex-based portal, our managers now have access to data, pictures and video of remote sites throughout the construction process, so they have a faster, fuller understanding of project status and can make better decisions about how to proceed.”

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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