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SE&C
Success Stories: Chevron
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Software Engineering & Consulting
The Best Are Attracted to Us

INTERACTIVITY

Intranet Interface Support

SAP R/3 can be a difficult environment for users, especially occasional users. But sometimes something as easy as a simplified interface can solve a big problem to get the most out of the SAP investment.

Chevron is a \$43 billion producer of petroleum and refined products with 35,000 employees. The company has been an SE&C client since 1994.

SE&C has provided implementation support to Chevron for their ALE, MM, LIS and ABAP/4. Second-level support has included live systems in the ALE environment for four databases. As part of the follow-up, SE&C has also provided post-implementation support and help with upgrades.

One of the most interesting implementations, from a interactivity standpoint, arose when Chevron needed to revise their worldwide Vendor Master Control Transaction.

Chevron's Vendor Master Control Transaction provides database access to information on its thousands of independent suppliers – from banks and credit agencies to oil field drillers to gas station construction companies and parts suppliers.

The problem was that the standard SAP Vendor Master Control Transaction was complicated and difficult to use for its many users. It required specific SAP training, and if the user didn't remain familiar with its idiosyncrasies, the error rate grew dramatically. "A small mistake on a vendor query field would cause a delay in getting information and required the online assistance of a database administrator," says Peter Vodicka, president of SE&C.

These inefficiencies were unacceptable and had to be fixed.

Sometimes the Easiest Way Is the Best Way

SE&C's solution was to develop a simplified, web-enabled SAP intranet interface for the program.

Using a simple SAP workflow mechanism and email, SE&C was able to design an interface that lets users quickly develop a query and check its accuracy by sending a copy to the database administrator via Chevron's global intranet.

The administrator reviews the planned change, corrects it if necessary, and then send it out to take effect immediately via the intranet.

As a result, Chevron was able to cut a significant amount of data-entry errors, paperwork, and support costs. But most importantly, it eliminated the delay in getting the right information to its users. Today, SE&C's solution is lowering costs and boosting productivity for all involved.

SE&C provides the most seasoned SAP R/3 consultants and the most efficient recruiting process in the business.

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