

MAJOR OIL REFINER STREAMLINES PROCUREMENT

A large U.S. Gulf Coast refiner overhauls its purchasing process with DNOW eCommerce solutions



► BACKGROUND

DNOW operates an onsite store for safety equipment and PPE for a large U.S. Gulf Coast refiner. With more than 500 individual requestors and approvers, the customer's manual procurement process represents a significant amount of time spent for all workers. DNOW cleaned up the process with eCatalog technology and automation, saving the customer time and money better spent on core duties.

► CHALLENGES

Manual Process

- Requisition (handwritten fillable forms)
- Approval (emailed form, walked to supervisor)
- Order placement (hand-delivered or emailed order)

Lack of Visibility

- Product details
- Pricing
- Availability
- Order history

► SOLUTION

DNOW moved the customer's manual procurement process online with eCatalog:

- Set up customer-specific product catalog and pricing
- Bulk registered more than 500 users and approvers
- Added approval workflows per customer Division of Administration (DOA)

► RESULTS

DNOW's implementation reduced total effort throughout the entire procurement process, reducing time spent on these activities by as much as 75%.

- Shortened fulfillment time by automating the order creation process
- Increased visibility and traceability across key areas (order and approval history)
- Ensured order accuracy with detailed product information and specifications
- Provided real-time price, stock availability and order placement data, available 24/7/365

75% less
time spent on
procurement activities

24/7/365
access to real-time
price, availability &
order placement

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