

## Success Story

# Unthinkable enables digital transformation for the multi-billion dollar Dangote Group

### Customer

Dangote Group

### Country

Nigeria

### Industry

Oil & Gas

## About The Client



Dangote Group is a colossal business conglomerate with an annual group turnover of \$4.1 billion. It operates in 16 African countries with its focus on cement, sugar, salt, flour, pasta, beverages, and real estate with new multi-billion dollar projects underway in oil and gas, petrochemical, fertilizer and agricultural sectors. It has four listed companies on the Nigerian Stock Exchange (NSE) as part of their vision of being a world-class organization.

## Technology Stack

	
	

## Business Situation

Dangote Group wanted to build a digital system for end-to-end management of their documents for setting up an oil refinery and cement plant. The objective was to enable state-of-the-art facilities to unlock their digital potential to automate all the processes; right from setting up the oil and cement plant to managing the entire business functions of the plant for the foreseeable future. Dangote Group was heavily reliant on paper with numerous physical forms used to carry out a process—many of them requiring multiple copies. There were also challenges around the length of time it took to complete a process, which added to the lack of clarity of the current status of a process.

The vision was to assist the stakeholders in managing a staggering volume of over 1 million technical/nontechnical documents/records, which were populated over a time span of 3-4 years to carry out various engineering, procurement, and construction activities of the project.

Since these documents required sharing and real-time collaboration between the stakeholders (suppliers, contractors, design teams, etc.), a digital system was required to store and retrieve documents from a centralized repository, which would, in turn, allow the sharing of documents in different formats (Word, Excel, Zip, CAD/CAM, images, etc.), enable stakeholders to comment on them, apply access controls, and much more.

## The Solution

Throughout the scoping and pilot phase, our digital transformation experts analyzed the processes that could be optimized or digitally automated. The team also explored different document formats that the stakeholders deal in, document distribution for review & approval cycle, user auditing system, documents & operations, etc. Considering the requisites, OpenText Engineering, Plant, & Facilities Management (EPFM) suite, eRoom, and Captiva were selected for enabling digital transformation.

Unthinkable Solutions built a collaborative platform for receiving and sharing documents between various stakeholders involved in the project. For this, an Engineering, Plant, & Facilities Management (EPFM) and eRoom modules were deployed to streamline operations related to retrieving, storing, and processing documents while setting up the refinery and cement plant. Using EPFM, eRoom, and Captiva, the stakeholders are able to:

- ✔ Capture project-related documentation in a unified document management system that is accessible through a web interface within the Dangote intranet, allowing multiple users to access and undertake document actions from different locations.
- ✔ Structure documentation in a logical and secure manner, which is readily accessible either by navigating through a folder structure or searching based on attributes of document types of the Dangote project.
- ✔ Streamline the processes related to drawings, engineering documents (technical design), transmittals, utilizing electronic transmittal processes with registers (incoming and outgoing) to manage issues, distribution (distribution matrix) and associated actions.

- ✔ Upload project-related technical documents, drawings that are received from suppliers/vendors to the DMS, including validation of attributes.
- ✔ Implement distribution of documents through EPFM module to manage the formal review and approval cycles necessary for the management of technical documentation in an efficient and auditable manner.
- ✔ Implement Document Annotations and viewing of the documents in a Brava image viewer for EPFM.
- ✔ Establish an overall document management system with appropriate functionality that is suitable for use by the project team

In nutshell, Unthinkable enabled Dangote to move from a heavily paper-based environment to one in which automation and the use of document-enabled workflows was the norm.

Unthinkable's state of the art, document management system facilitated the Dangote group to seamlessly manage over 1 million documents with 90% efficiency. It houses 500+ users, including the internal team, contractors, suppliers, and stakeholders, who collaborate in real-time. Typical processing times have been reduced by as much as 90 percent in retrieval and, in some cases, 100 percent where multiple steps have now been fully automated. Corresponding cost reductions have also been achieved. For example, cost savings of 95 percent have been realized for the top five business processes by reducing the amount of paper and therefore duplication, filing, searching, and reporting. Processes that would have previously taken hours or even days can now be completed in minutes or even seconds.

## The Impact

**Is there a digital platform you want to build or take to the next level?**

Setup a personalized consultation with our technology expert.

**Let's Talk**