

Case study: Energy

Dexian Successfully Automates webMethods Notification Process

CASE

CLIENT INFORMATION:

An American multinational oil and gas corporation

Problem

- During the handling of bulk failed transactions, the client lacked proper visibility into transactions that could cause SLA breaches
- The client needed to avoid the business and financial impact failed transactions could impose on the business
- Relevant analysts lacked a mechanism to alert key stakeholders of impending failed transactions and needed to be notified on an immediate basis

Solution

- Automated the notification process so analysts could take immediate action and predict the possibility of further fails
- Created a service block to capture unidentified failed transactions while alerting analysts
- Included quick link reference data within the notifications so actionable data is immediately in hand for analysts to act upon via web Methods

Outcome

- The client now avoids unforeseen business and financial impact due to the previous lack of notification
- Manual verification and scans of each SLA breach and failed transaction is significantly reduced
- Offshore analysts and OSC are alerted of any unhandled failed transactions in a timely manner
- Through smart notifications, quick action is taken through the "Link to Transaction" notifications

STUDY