CASE

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Case study: Energy

Dexian Successfully Created an Outage Alert System

CLIENT:
An American multinational oil and gas corporation

Challenge

- The client was experiencing continuous failures in their SAP system, resulting in a delay in analyzing protocols

- The company needed notification of job failures in order to identify and declare an unplanned outage or prevent such an outage

- The client wanted a preliminary business impact report immediately to aid analysts identify and stop impacted scheduled jobs

Solution

Dexian created a solution to check the system and alert analysts before causing severe business impact through a Triggers advanced business application programming (ABAP) program to:

- Run every 20 minutes, alerting the RUN team when 3 consecutive failures happen within 5 minutes

- Analyze processes every 20 minutes and alert team when a job runs longer than 15 minutes

- Create alerts for issues with AE/UC4 Agent (on both Node A and Node B)

Outcome

The Dexian solution delivered:

- A savings of $1750 PA for customer

- A 20-to-30-minute reduction in manual labor per failure

- Timely information, allowing stakeholders to make informed decisions to remedy unplanned outages

- Post outage recovery made easier in terms of time and effort

- Increased productivity and focus by analysts, on business-critical tasks

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STUDY