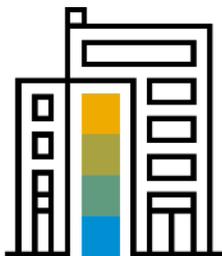# BEST RUN AWARDS FOR SEA
MAKING THE WORLD RUN BETTER
2021

PT Tripatra Engineers and Constructors

Re-think and Modernize: A journey on increasing productivity and smoothen process in engineering and construction using SAP

TRIPATRA

THE BEST RUN **SAP**

Company Information

Headquarter   Indonesia

Industry   Engineering, Procurement and Construction (EPC)

Website   https://www.tripatra.com/

Tripatra, a member of Indika Energy, has one of the longest service histories among Engineering, Procurement, and Construction (EPC) companies in Indonesia, since 1973. With its strong engineering capabilities, highly-skilled engineers enabled with state-of-the-art technology adaptation, Tripatra provides integrated engineering-based solutions offering a complete spectrum of EPC, project management and consultancy, and Operation & Maintenance (O&M) to assist worldwide clients of various sectors: oil and gas, power, petrochemical, renewable energy, infrastructure, and telecommunication.

At Tripatra, we are committed to sustaining business integrity, quality management, and safety, to engineering our operations in a safe, responsible, and sustainable way.

A journey on increasing productivity and smoothen process in engineering and construction using SAP

Tripatra Engineers and Constructors

TRIPATRA

The Pivot and The Game Changer

"Quote"

We are constantly evaluating the way we work and implementing the best practice and technology to define the new approach, which is simpler, quicker, and integrated

Dhira Nandana
– President Director & CEO

Challenge

As a company providing EPC services, Pandemic impacted our business significantly in delivering existing EPC projects and get ting other EPC businesses, when most of our business activities are happening on site. Moreover, prior to the digital transformation, we underutilized our ex isting digital assets.

At the same time, there were many manual and inefficient processes and with no real-time visibility of financial and operation information.

Solution

Focus on maximizing the utilization of SAP ERP platform and Fiori through data extraction into a Datawarehouse (SAP BW) and integration with other systems, while preparing to migrate into S/4HANA by exploring SAC (SAP Analytic Cloud) as a complementary analytical tool.

In parallel, we complement our effort in optimizing technology adoption with people and process transformation as well through New Ways of Working (NWOW), such as Agile Scrum, Design Thinking and Value Stream Mapping (VSM) exercises.

Outcome

Reduce manhours and hand-offs that leads to **40% productivity improvements** in financial processes

Develop **resiliency and business continuity** (in pandemic situation)

Almost real-time visibility financial information as a **Single Source of Truth**

Produce **four innovative products integrated with SAP ERP**

Build **digital business culture** improving our EPC projects deliveries

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Productivity increased 40 (%)

By Implementing and Improving End to End Financial Processes in SAP

Saving 2-3 Hours / day

Streamlining Revenue, Cost, Contract and Gross Margin information

Single Source of Truth

Business Challenge and Objectives

For the last 48 years, Tripatra has developed major strategic energy infrastructures in Indonesia and most of the projects were high risk and complex. With the significant projects that we have, having a robust and proven ERP is essential for our large operations, especially to address the following challenges:

- Manual, repetitive and inefficient process causing delay in project execution also In-accurate payment to vendor (due to ineffective process)

- Challenges in extracting financial information (need extra time) causing cost lost (difficult to monitor budget vs. expenses)

- Having multiple financial information that can create confusion among stakeholders

We want to have effective business processes through digital solutions while having flexibility to adopt new and practical technology by maximizing SAP implementation.

- Business process evaluation to tackle repetitive, ineffective and inefficient process
    Empathize current state, know the objective and aspiration
    Define problem, challenges, personas and roles
    Ideate the solution

- SAP Customization (including. Report, Interface, Conversion, Enhancement, Forms and Workflow), Implement Fiori, preparing to move to S/4HANA and utilizing SAC (SAP Analytics Cloud) to complement our analytic solutions

- Having solid supporting system to sustain and continuously improve our digital investments

Benefits & Outcomes

BUSINESS / SOCIAL

- Successfully Install Banyu Urip oil processing facility in Bojonegoro, East Java with ExxonMobil and Pertamina (This facility accounts for 25% of Indonesia oil production).

- Monitor project financial live cycle (revenue, cost, contract and gross margin information) for decision making

- Implement new business model for overhead financial process (Know your budget, know your target) to reduce cost lost

- Productivity increase up to 40% by implemented SAP and Fiori as additional module

IT

- Single source of truth

- Easy to integrate with other system

- Have digital assets that are not only helping our business operations, but they can also be our competitive advantages and source of additional revenues

HUMAN EMPOWERMENT

- Employee's self service (Procurement process)

- Easy approval process using Fiori (Saving hour up to 3-5 hours each Purchase Requisition and Purchase Order Transaction)

- Business Process Owners have sense of ownership to maintain quality of data in the system and continuously maximizing the utilization of SAP products

Project / Use Case Details

One of the use cases details: Tripatra Application – Material Management (TAP-MM) integrating with SAP ERP

Objective: we focused on addressing critical business processes and materials are usually factored 60% of total EPC costs, so we focused on transforming on how we manage our construction materials through digital solution integrating with our SAP ERP system as the core system of our business.

Tripatra aimed to adapt and swift to navigate external factors impacting our business processes, especially with the pandemic situation, monitoring material supply chain need to be fast, accurate and efficient.

Strategy: The development of the solution considered optimizing the people and processes aspect through value stream mapping (VSM) exercise first and then we started to focus on building practical, cost-effective, and scalable solutions, which also means utilizing Cloud-Centric computing integrating with SAP ERP.

Result: major impacts on 66% cost savings and 50% manhours on both digital infrastructure. Moreover, we also deliver a well-integrated digital environment with SAP ERP as the main system that our business operations use in day-to-day activities. The environment has allowed us to scale up the extraction of valuable information into insightful reports and dashboards to monitor our project executions.

Additional Information

We also won an International Data Corporation (IDC) Future Enterprise Award 2021
for TAP-MM

More details: https://www.idc.com/getdoc.jsp?containerId=prAP48295321