



Oil and Natural Gas Corporation Ltd.

Case Study

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ONGC ranks as the Numero Uno Oil & Gas Exploration & Production (E&P) Company in Asia, as per Platts 250 Global Energy Companies List for the year 2007. ONGC is the only Company from India in the Fortune Magazine's list of the World's Most Admired Companies 2007. ONGC is on 9th position in the Industry of Mining, crude oil production. ONGC is the only fully-integrated petroleum company in India, operating along the entire hydrocarbon value chain. ONGC's success rate is at par with the global norm and is elevating its operations to the best in class level, with the modernization of its fleet of drilling rigs and related equipment.

Business Process

ONGC is one of the finest petroleum companies in the country. For its operations it generates huge number of documents like Research Reports etc. ONGC has to store most of the documents that are generated. These documents are very important and needs to be stored for the legal purpose as well as various departments need to refer the documents for their internal functioning.

ONGC had huge problems in record management. Hard copy documents were difficult to manage and retrieving documents from the record room took longer time. There were also situations when different departments needed the same documents at the same time.

Business Process Solutions

- **Healthcare**
- **Manufacturing**
- **Government**
- **Education**
- **Legal & Courts**
- **Telecom**
- **Exports & Imports**
- **Data based Processes
in BPO's**

Challenges Faced by Oil and Natural Gas Corporation Ltd.

- ◆ Sharing of documents between different departments was a big problem as paper based documents could not be shared simultaneous between various users
- ◆ The files/documents were physically moved from/to different locations and many a times the files were misplaced.
- ◆ Paper documents were prone to damage with time, moisture, rodents etc.
- ◆ Retrieval of any related document from record room or even in the concerned section took a lot of time. This caused delay in functioning day today operations.
- ◆ Since paper based files/documents were accessible to each and every person, they are liable to be tampered.
- ◆ Lot of valuable space was used for storage of files.

Acyutah's Solution to Oil and Natural Gas Corporation Ltd.

With Acyutah Technologies's Document Management Software "**FineDocs**", ONGC was able to automate manual record keeping process. **FineDocs** helped them to create a centralized repository of all their digital documents with proper access control and easy retrieval. The **FineDocs** server was installed at one central location and about 30 lacs documents were scanned and were then uploaded in the server. Concerned departments/users were given username and password by which they could login and do the necessary operations on the documents. A complete backup for disaster recovery was also provided.

Benefits to Oil and Natural Gas Corporation Ltd.

Digitization of documents using **FineDocs** was a big relief to the management. The project is considered to be 100% successful as they reap benefits even till this date. A few of them are:

- A Less-Paper Office. They were able to utilize the same space for the core functions instead of storing records.
- All documents were easily available within seconds at the click of the mouse.
- Document Duplication costs were reduced over by 90%.
- Reduced paper volume and costs, allowing staff to process by exception and become more analytical.
- One Central repository for the archival of all documents.
- Sharing of files between simultaneous users is now possible.
- Extensive Audit Trails for monitoring.
- Security and Integrity of documents are maintained.
- Disaster Management – A copy of all records are now available in CDs/DVDs.