
Case Study:

The \$1.6 Million Save that Served Our Client Better



Challenge

An oil and gas organization was struggling with issues in its dispatch and hauling process. Systems were outdated, many key processes were still manual, and during frequent network failures, orders could not be dispatched to the truckers who empty tanks of oil and water so production can continue. When the organization engaged Point B, it was mid-way into a three-month pilot project with a third-party vendor to automate hauler scheduling and tracking. Point B was engaged to manage and help assess the success of the pilot. Time was one of the biggest challenges, with just six weeks to assess business needs and the product's ability to meet them.

Rapid, objective assessment

Due to a lack of existing program structure and processes for measuring success, we began by implementing the program governance needed to assess the progress of the pilot launch and make recommendations to objectively measure pilot success.

Teaming with the organization's stakeholders to understand the business case, we implemented metrics to measure the extent to which business requirements were met, assess contractual obligations met by the vendor, and revisit the original business case. We also worked closely with our client's contract hauling companies to ensure that they understood their role in the new solution. Gaining their commitment was critical to meeting the aggressive pilot schedule.

Making a pivotal decision

Point B facilitated checkpoints with leadership to review metrics as well as the business case. Through these working sessions, the team was able to gain the necessary insight to determine whether to

proceed with a full implementation of the software.

Ultimately, the team realized that both the software vendor and its product did not provide the customer support and functionality to meet the organization's requirements, including the dispatch and hauling teams.

Taking a closer look at need

With the help of Point B's leadership, the organization terminated the contract with the software vendor before committing to a two-year contract—saving \$1.6 million in licensing fees alone.

Based on our analysis and recommendations, our client is conducting a more detailed internal review of its end-to-end dispatch and hauling process to identify specific focus areas for improvement—a simpler, more effective approach than adjusting the entire process. Our client now has the foundation in place to take that closer look.