

Icon Offshore Berhad

Invoicing for complex logistical support service streamlined and accelerated



Icon Offshore Berhad owns and operates a sophisticated fleet of Offshore Support Vessels in Southeast Asia. They provide logistical support services for offshore oil and gas life exploration and appraisal, field development, operation and maintenance, and decommissioning. These services include seismic survey, drilling operations support, towing, anchor handling and mooring of barges, construction support, repair and maintenance support, firefighting and emergency response, accommodation facilities for personnel and transportation of personnel, fuel, drilling fluids, cement, water and supplies to platforms.

About this Bonita implementation

As soon as the Bonita application was put into place, the number of errors decreased and intercompany transmission is more accurate.

“ Invoicing time improved tremendously. All the internal billing information is completed easily before the final invoice for the customer is issued. ”

Nasir Ismail

Finance Manager, Icon Offshore

Icon Offshore needed:

- To streamline and speed up the information-gathering and invoice production process and reduce errors introduced by manually keyed entries and transmission issues
- A means to more easily track the status of an invoice in process
- To use standardized forms everywhere
- To integrate the automated application with current financial IT systems

Objectives

Challenges

- Invoices involve many different sources of billing information (for example, for crew time and support, fuel and supplies for ship)
- Information needs to be transmitted across multiple entities before a complete invoice can be produced
- Complex calculations need to be done correctly for each customer being invoiced

Outcomes

The move from Excel spreadsheets to an automated single process with standardized forms allows each billing entity to input information once, and approvals don't have to be signed on the invoices, as they are now approved online.

Benefits

- Billing information is checked as part of the overall process, before it goes forward into final invoice
- Billing information is now input once
- Review and approval for information input and for invoicing is clear
- Approvals can now be done from anywhere as the process can be accessed remotely
- The process now use less paper, saving material costs
- Using the system has standardized how everything is handled
- Can track status of an invoice in real time
- Can also go back and check how the invoice was handled without needing detailed explanations from individuals (and their spreadsheet systems)
- What used to require 5 FTE now requires only 2
- What used to take an average of 5 days can now be completed in 3



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Our main focus areas are :

- Strategic Management
- Open Data Solution
- Corporate Performance Management
- Change Management
- Process Mapping
- Human Resource Benchmarking & Team
- Process Documentation & Management Reconfiguration

“ End users were involved from the beginning, as they helped define the ‘as is’ process. Bonita made it easy to communicate about the process as it was developed iteratively. When everyone was shifted to the new application, its advantages were clear as they were already involved in development and acceptance testing. ”

Aziomar Omar

Director, Formates



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