AUTOMMATE

SUCCESS
STORY

turcas

IMPROVED USER EXPERIENCE

INCREASED EFFICIENCY

INTEGRATED PROCESSES

With a history of 92 years, Turcas Petrol is an oil and energy focused investment company that participates in leading companies in their sectors. Turcas has structured its operations in two main areas: Fuel Retail and Lubricants and Electricity Production. Shell & Turcas Petrol, a participant of Turcas in the fuel and mineral oils sector, is among the leading companies in the Turkish economy with its network of more than 1,150 Shell branded stations, fuel terminals, mineral oil production and marketing activities throughout Turkey.

Effective time management is very important in terms of ensuring productivity and increasing workforce performance.

At Turcas, there are embezzlement forms that Information Technology Employees must fill in on behalf of each user during the employment and exit processes. In order to comply with the ISO 27001 inventory ownership clauses, embezzlement transactions must also be made and recorded during the employment and exit phases of the users.

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In our institution, the workload on our Information Technologies employees was very high due to the scattered structure in the embezzlement management process. We did not have enough time to adapt to a new process that would correct this situation and change our current habits. However, this dispersed structure caused us to experience problems especially in gulation inspections or the inability to perform inspections on time. At this point, we met Autom Mate.

We have automated our approval process in the SDP application we currently use. Thus, all processes were gathered under a single roof, and the scattered structure was corrected, and the problems arising from negligence and errors in this process were eliminated. Since this situation provides a great job comfort and ease of follow-up on our Information Technologies employees, we both increased the productivity of our employees and left behind stressful times by preventing any vulnerabilities that may occur during audits.

Hasan Ali Kendir
IT Manager

Problem

Due to the fact that the forms were followed on paper and the signatures of the managers were manual and took a long time, it was very difficult to follow the approval process and was very open to errors and omissions. Due to the burden on the IT department of embezzlement, there were serious deficiencies and gaps in inventory tracking and compliance with the regulation, and sufficient time could not be allocated.

Autom Mate's Solution

Autom Mate automatically forwards the inventory request, employment entry, and exit forms kept on ServiceDesk Plus to the manager's approval, and the approval process proceeds completely digitally, and when completed, it automatically creates a form containing the associated inventory, approval dates, approvers and user information. This form is directly related to the relevant record and thus will never be lost. It can be stored or used by printing on paper when desired.

Result

The embezzlement management process, which creates a serious work and follow-up burden on the IT department, has been completely digitized, increasing the efficiency of IT and closing a serious gap in audits. Problems arising from negligence and errors during the follow-up of approvals have been completely eliminated.

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