



# SEMBICORP REFINES FASTER, MORE EFFICIENT WORKFLOWS WITH K2



## COMPANY PROFILE

Sembcorp Industries is a leading energy, water and marine group with operations in five continents, over 8,000 employees, and has annual revenues of US\$8.3 billion.

## LOCATION

Singapore

## INDUSTRY

Utilities, marine and urban development

## SOFTWARE

K2 blackpearl, K2 SmartForms, Microsoft SharePoint 2010, Microsoft InfoPath

## SOLUTION

- IT Services Management System
- CAPEX and Asset Disposal
- Asset Transfer
- Time-off Records System

## USERS

800 in Singapore and 1,500 globally

## BENEFITS

- 96% reduction in time to create workflow and e-forms
- Faster approval times with remote approval enabled
- US\$33,800 annual savings in operational expenses due to quicker approvals

*“Our IT team now has a dependable and robust workflow system, allowing us to develop workflows and forms with greater ease and speed today and into the future.”*

– KUAN CHOON CHEIT,  
SENIOR MANAGER,  
GROUP INFORMATION  
TECHNOLOGY,  
SEMBCORP INDUSTRIES

#### PROBLEM

Sembcorp's entire stable of IT applications are run out of the company's Singapore headquarters for over 8,000 employees across 16 countries worldwide. With the vast spread of geographies and users, the IT team struggled to manage the different workflows and needs of various departments.

Critical workflows, such as CAPEX Approval for Asset Purchases and Asset Disposal, were still paper-based, often resulting in missing information and bottlenecks that dragged approval times. Others, like workflows for in-house IT Service Management (ITSM) system were a challenge for IT to handle various types of workflows for different request types.

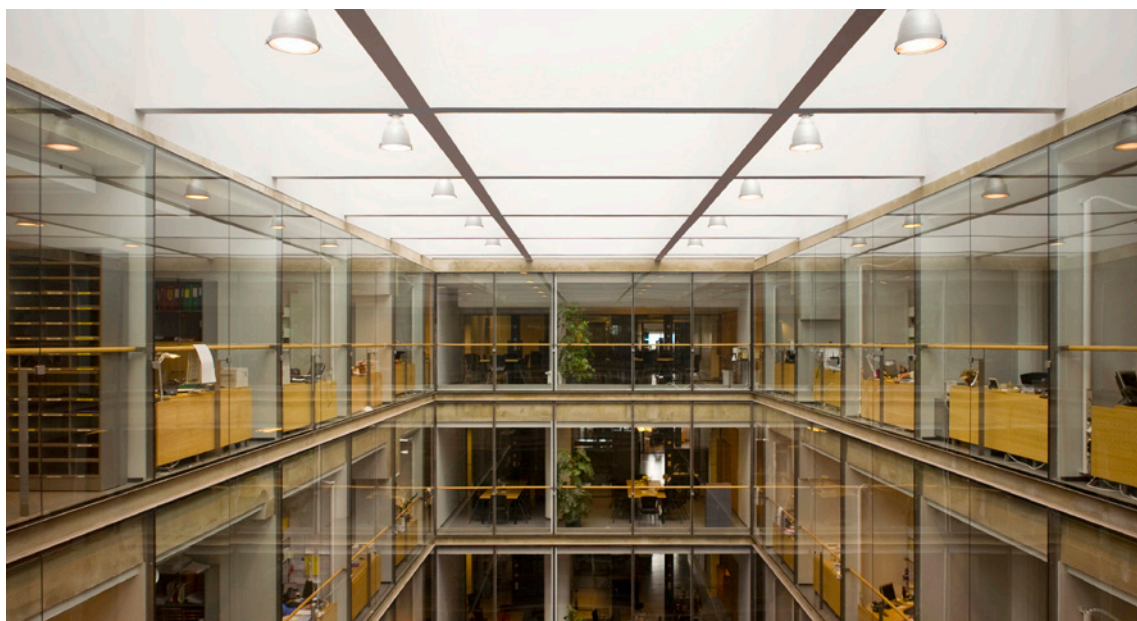
#### SOLUTION

To effectively cater to the various workflows of Sembcorp's processes, a robust and flexible workflow engine was necessary. It also had to be fully interoperable with the company's

current Microsoft tools and development platform such as SharePoint Portal, InfoPath and Visual Studio.

The Sembcorp IT department decided on K2 blackpearl, and working closely with K2's consultants, transformed the company's entire workflow development and management system. The new ITSM went live in 2010.

The team also integrated K2 blackpearl with Microsoft InfoPath. This allowed the paper-based CAPEX Approval and Asset Disposal workflows to be consolidated onto a single electronic form (e-form), which greatly increased the ease and speed of the process for users and approvers, as well as improved transparency for monitoring purposes. With K2's Smart Action feature, approvals can now be done on the go via mobile, increasing staff productivity and satisfaction.



#### FUTURE

Impressed with the results so far and keeping on track with its IT transformation journey, Sembcorp will next convert all its existing InfoPath forms to K2 SmartForms. The ultimate goal eventually is to use K2 SmartForms as the de facto solution to easily and quickly develop forms in the future.



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