

Daily billing and status update on funds to ensure effective cost control for customers during a turnaround.

Onsite Financial Administrator to communicate on a daily basis with customer's financial team.

Challenge

To provide customer with timely billing and a means of cost control.

Solution

Onsite Financial Administrator to communicate with customer's finance team daily.

Results

Daily invoicing and update on status of remaining funds.

Scheduled for March 2010, this event was a major maintenance turnaround of a 160,000 B/D Heavy Oil Upgrading Facility, 60 days in duration with over 3500 contractors. The event was the single largest maintenance undertaking in this major IOC's history.

KEY CUSTOMER BENEFITS

Detailed tracking of hours worked by employees for regular billing updates provided the customer peace of mind during turnarounds

From past experience, customers faced a major issue with cost control, back billing, delayed invoicing and inflated equipment rental expenses during turnarounds. In order to tackle these challenges effectively, United Safety deployed Onsite Financial Administrators who met with our customer's finance department prior to the turnaround as part of the Needs Assessment phase. These OFAs liaised directly with the customer's finance team on a daily basis to ensure that everyone was aligned on all details.

Co-operation between OFAs and onsite leadership

Once the turnaround had begun, United Safety's onsite leadership audited OFA reports for accuracy prior to them being submitted, ensuring that our customer had no errors to investigate. Furthermore, United Safety's onsite leadership met with the same finance department during the turnaround itself to verify OFA effectiveness.

Cost tracking in real time resulted in costs being effectively controlled

Pre-filled in Budget Reports tracked cost to date and indicated the remaining funds. This helped customers monitor clearly where and when their money was being spent. Dedicated staff and processes were available for monitoring and controlling the change order process; our customer clearly understood and agreed to a change prior to incurring costs. "Burn rate" was communicated weekly to track status of AFE funds allocated. This went a long way to ensure that costs were effectively controlled.

Clear system of invoicing

Invoices were clear, coded properly, and ensured that there was no back-end billing. Timing is tailored according to customer requirements. When the customer required an invoice every Tuesday, United Safety delivered and never missed a deadline. Invoices were tailored to the customer's billing system making it more efficient and easy for the customer to process.



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