



Customer Case Study Priority Action Tracking (PAT) for Interconnector

Improving the Management and Reporting of Incidents and Audit Actions

Customer: Interconnector (UK) Ltd Location: United Kingdom Industry: Gas Transportation Website: www.interconnector.com	Problem: The existing centralized system was difficult to navigate and track actions, along with a limited user interface it could only be accessed by one user at a time.	Solution: A Web browser based system for managing and searching auditable actions and associated reports which could be accessed and managed by many users at the same time.	Benefits: Improved management and tracking of priority actions. Better access to historical data and management information generally. Multi-user system, accessible via the Company's intranet.
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About Interconnector (UK) Limited

Interconnector (UK) Limited (IUK), headquartered in London, is one of the United Kingdom's largest transporters of gas through a pipeline running from Zeebrugge in Belgium to Bacton on the east coast of the England.

The Challenge

- Improved risk management processes.
- Web based application to track all risks including safety issues, technical faults and prioritised follow up action.

It was essential that the delivered solution was intuitive to use, could be accessed by all stakeholders via the company's intranet, and provide improved reporting and monitoring.

The Solution

- Detailed specification which incorporated the company's regulatory system requirements.
- A customized Oracle database driven, Intranet application was created using ASP .Net.

Once the design was agreed upon we delivered the following features:

- A landing page listing user actions by priority.
- Intuitive Data Capturing screens.

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- Search and Filtering capability, enabling users to create powerful queries quickly and easily.
- An export to Excel facility.
- Detailed audit trail of all actions.
- An administrator's control panel to manage Users and Data access levels.
- Different user access levels:
 - Administrators
 - Auditors
 - Read Only users
- A summary report & statistics screen.

The Result and Benefits

- New Priority Action Tracking application was delivered that resolved a previous internal Audit finding.
- Improved depth of safety and audit action information captured and reported on.
- More effective method of tracking Company critical safety information.
- Easy to use group wide risk system with related information that can be monitored and used to progress critical outstanding site and maintenance actions.
- Focused on improving company's safety record and minimizing regulatory risks.

Comments



"The scenario presented to us during this project is one to which many companies will relate i.e. a simple in-house solution developed as a temporary measure quickly growing to become an important cog in a business critical process. When presented with the challenge of scaling the solution to support the increased needs of the business, the technological and physical constraints prevented this.

Working closely with the customer we quickly understood the scale of the problem and were able to deliver an intuitive web-based application that met all requirements."

Software Development Manager, Cooper Software

"The PAT application developed by Cooper software is providing IUK with many benefits. The information captured by the system is critical to the management and reporting of corporate risks and the powerful search and filtering capabilities have led to a very quick up-take by key stakeholders at Bacton, London and Zeebrugge. The system was delivered efficiently and with the minimum of fuss, and at all times the Cooper Software development team kept me well informed."

Business System Analyst, Interconnector (UK)