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# Success Story

## Refinery Ingolstadt Modernizes Tanker Loading

### Maintenance Costs Significantly Reduced

A refinery's loading procedure has to function constantly – there is no room for compromises. Although the tanker loading system in the refinery in Ingolstadt (formerly run by Esso, today by Petroplus) was working, those in charge were no longer satisfied, as the amount of work required for the system maintenance was steadily increasing. Therefore the company decided to get rid of the existing system and replace it with the modern standard solution OpenTAS®. The developer of OpenTAS, Implico, was appointed as general contractor by Esso for the installation. Implico successfully carried out the project.

“Our current system had become somewhat out of date,” explains Erich Kutenreich, leader of the Tanker and Railcar loading division in the Esso refinery in Ingolstadt, and also leader of the replacement project. “It was becoming more and more difficult to get replacement parts.”

Additionally, there was also a growing service problem. “We needed someone for the maintenance, but the producer was not always able to provide someone. The knowledge for this technology had gradually dried up,” reports Erich Kutenreich and makes reference to the software side where a similar situation had occurred.

Therefore the decision was taken to replace the existing system with a modern administration system in order to ensure the continuous smooth running of the loading procedure in the future. “It is

absolutely necessary that we are working with a reliable long-term system – it is imperative.”

The Implico team's task, together with the employees in the Esso refinery, was to install the OpenTAS system and thereby replacing the old one. The existing control unit was integrated into the OpenTAS solution.

#### **The Project**

In February, the Implico team began with the analysis, the documentation of the requirements, and finally with the development. In a laboratory test in Hamburg, the new hard- and software were tested in conjunction with selected business processes and further optimized. The advantage became clear in August. Due to the extensive and thorough preparations it was possible to install the complete system into the Esso refinery in Ingolstadt in less than

three days. The speedy implementation of the project was not only a result of the highly valued cooperation between the members of both the Implico and the Esso teams, but also of the interaction between the Implico consultants on-site in Ingolstadt, and the development and technical team in Hamburg. During the next months the users were trained and data migration was carried out. To import the extensive amounts of data into the OpenTAS system as efficiently as possible, individually written procedures were used.

In November, the functional crucial test was carried out under full strain: during an SAT (Site Acceptance Test) OpenTAS took over the complete handling of the loading processes for an entire day, backed up by the old system which was running in parallel. OpenTAS passed this productivity test with flying colors, enabling the system to go into operation as planned.

#### **A Smooth Change-Over**

“It was a very smooth change-over,” reports Kutenreich happily. Steffen Kurt Menz, IT-Coordinator at the refinery in Ingolstadt and responsible for the operative implementation of the project was also very satisfied with the system change. A smooth change-over is after all one of the main challenges

in this type of project. "The partner experienced no down-time, no waiting time and no loss of information," reports Kay-Peter Buhtz, Implico managing director responsible for the project. "With the help of OpenTAS several hundred tankers are served each day. If something were to go wrong it would be noticed immediately."

### Reliability Requirements

So that nothing goes wrong, reliability is high up on the Esso list of requirements. Loading problems can become very expensive.

For this reason, those in charge decided, in addition to the proven OpenTAS software, in favor of a highly available hardware, therefore guaranteeing the highest level of availability. OpenTAS was set up on an efficient Microsoft Cluster-System, two Citrix-Metaframe Servers, and a single PDC-Server.

### The Standard Product Advantage

By deciding in favour of OpenTAS, Esso has chosen a standard software. By doing so they will take advantage of continuous macro-orientated further developments.

Furthermore, the Esso project team was convinced by the extraordinary possibilities for further development OpenTAS has to offer. "It is possible to simply choose the functions you need," explains Steffen Menz, the Esso project coordinator. Requirements which the existing system was not able to deal with were recorded by the Implico develop-

ment division, realized, and then integrated into the standard. "It's not as if we have produced an individual solution for Esso: through the experience gained and through the new functions in this project, we have further expanded our standard," explains Julia Beyrich from the Implico project team. The new functions have given Esso the means to carry out necessary processes faster, more comfortably, and more efficiently. In particular, the data management of OpenTAS allows efficient reporting. Using the graphical software, it became easier to follow the loading processes. Steffen Menz: "The new system is more user-friendly."

### The Right Choice of Partner

Before making the decision for a new system and a new service provider, Esso had explored all possibilities on the market. "Implico convinced us on two separate points," explains Erich Kutteneich. "Firstly, Implico is the market leader and secondly it was a question of competence: the mineral oil field is a very specialized market area, but Implico nevertheless had an answer to every single question."

### Outlook

After the tanker loading system has been successfully modernized, Esso and Implico will concentrate their efforts on converting the railcar loading process to OpenTAS. Once more it will be necessary to solve the maintenance problems. The new project, internally referred to as "Step 2" has already begun and will carry on until the end of the

year. An integrated solution for both types of loading offers Esso numerous advantages: "We are thereby avoiding carrying out the same process twice – something which is still taking place in many divisions," explains Julia Beyrich.

A further advantage is the similar design for both systems which increases the user-friendliness. After his good experiences with the tanker project, Erich Kutteneich is looking forward to the change-over for the railcars: "I am fully confident about the outcome," he said.

### Summary

Erich Kutteneich, manager of the loading division, is very satisfied with the loading system change-over. "It is a tricky business to replace such a system, but it has turned out very well," he explains. "OpenTAS works very reliably and the maintenance costs have been significantly reduced. We are on time, on budget and have achieved a high level of quality."



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### Petroplus

Petroplus is Europe's leading independent refiner and wholesalers of petroleum products. A broad variety of fuels are produced and distributed every day by almost 3,000 employees throughout Europe. The Ingolstadt refinery in Germany was originally commissioned in 1963 by Exxon-Mobil CE and bought by Petroplus in April of 2007. The refinery is an integrated atmospheric-vacuum distillation, fluid catalytic cracking refinery with a name plate capacity of 110,000 barrels per day.

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### Implico

As an international consulting and software company, Implico has been helping customers from different industries with the optimization of their business processes for more than 40 years.

Projects are being implemented with comprehensive industry know-how as well as in budget and on time.

Implico offers professional, integrated consultancy and implementation services from one source.