

Manufacturing Process System (Fabrication & Construction)

Customer: One of the largest market leaders in manufacturing, healthcare, oil & gas, construction, and more

CUSTOMER AT A GLANCE

The organization is a well-established, privately held diversified business group with a long-standing presence in the Middle East. Originally founded several decades ago as a small trading enterprise, the company began with a focused vision of building a sustainable and diversified business presence across the region.

Over the years, the organization has undergone significant growth and transformation, evolving from its initial trading activities into a large multi-business group with operations spanning numerous industries and business functions.

Today, the group comprises multiple operating entities and business units, serving a broad range of customers across both commercial and industrial markets.



Industry:
Manufacturing



Firm Size:
10,000+ employees

CHALLENGES

- Sales orders for metal fabrication and construction jobs were created in Oracle ERP, but nothing connected that order to what happened next on the shop floor.
- Once an order existed, someone still had to manually release a work order, decide which department should handle it, and communicate that to the team.
- Each department needed to set its own priority order for the jobs sitting in its queue, but with no shared system, this prioritization wasn't visible to anyone outside that department.
- The job then had to move through production, printing, galvanizing, and delivery as separate physical stages, with no single place to check which stage a given order was actually at.

SOLUTION

- **A Manufacturing Process System** was built on Joget, integrated with Oracle ERP, that picks up each sales order the moment it's created in Oracle — no manual re-entry required.
- The system automatically releases the work order and routes it to the responsible department based on the type of job.
- Each department can set and adjust its own priority order for the work orders in its queue, directly inside the system.
- The job is tracked stage by stage including production, printing, galvanizing, delivery — so its status is always visible in one place.
- The system took about a year to build and now runs with 200–300 users across the departments involved in the workflow.

RESULTS

- ✓ Sales orders flow from Oracle into the manufacturing process automatically, removing the need for manual handoff between the order system and the shop floor.
- ✓ Work orders reach the right department without someone having to manually assign them each time.
- ✓ Anyone checking the app can see which stage a job is at, including production, printing, galvanizing, or delivery — instead of having to ask the department handling it.
- ✓ The system has been running long enough, and at large enough scale (200–300 users), to become the standard way this part of the business operates.
- ✓ Upon implementation of the system, the client has effectively improved efficiency across departments, reduced manual processing, which resulted in significant time savings.



100%
Time savings with less
manual processing



100%
Improved
productivity



200-300
Happy
users