Appian

CASE STUDY:
Flowserve

Flowserve Corporation (NYSE:FLS) is the recognized world leader in supplying pumps, valves, and services to the power, oil, gas, and chemical industries. Headquartered in Irving, Texas, with more than 16,000 employees in more than 50 countries, Flowserve combines global reach with a local presence to deliver the best in quality service offerings.

Established in 1997, Flowserve sells products and offers aftermarket services to engineering and construction firms, original equipment manufacturers, distributors and end users. Flowserve's culture is centered on commitment to serve customers locally and ensure that the products and services they order are delivered on time and as promised.

CHALLENGE

To better manage the distribution and service of assets world-wide, Flowserve needed to adopt an improved workplace technology solution. A considerable part of Flowserve's revenue is derived from its Services and Solutions pump aftermarket repair business. Aftermarket services account for $2 billion of Flowserve's $5 billion in total revenue (40 percent). The process for aftermarket pump repair involves receiving the pump, disassembly, cleaning and inspection, providing a repair quote, repair, and shipping.

However, this process was made complex because of the way required information was stored. User and equipment data was kept in various locations. According to Achal Augustine, Flowserve's IT Manager for Services and Solutions, documents and related information was scattered across everything from ERP and Excel systems, to digital camera and scanner files. There was no central repair history, and no standardization for sharing information and collaboration.

Flowserve business units traditionally acted independently, with their own applications, customer files and business strategies. This fragmented approach to information sharing needed to be improved in order to preserve high levels of customer service.

APPROACH

During the initial planning stage, Flowserve recognized that it needed to develop a system that would integrate with its on-premise Oracle system and allow for workflow collaboration and automation. According to Augustine, the organization needed agile and enhanced program visibility to unify several independent systems across the organization. This approach would allow for improved operations management across Flowserve's entire scope of work.

"We had a number of separate systems that all served different roles within our supply and product management, "said Augustine. *"In order to deliver excellent service to our customers, we needed a way to access all projects in one location to reduce time-consuming data collection and reporting."*

Flowserve chose the **Appian Application Platform** to unify the management of data and improve collaboration in the company's pump aftermarket repair business. Flowserve chose **cloud delivery** of the platform not only for the speed and cost-savings, but also for Appian Cloud's proven security and ability to integrate with on-premise systems.

SOLUTION

Using Appian's powerful and intuitive cloud platform, Flowserve developed two process applications to improve external customer service as well as internal collaboration amongst company employees. The Pump After Market Repair application acts as a front-end solution for fielding pump sale and damage requests. Using Appian's mobile capabilities, Flowserve employees can easily track and assess defected pumps from the field while documenting accurate damage records and uploading photos directly on-site. By leveraging Pump After Market Repair, remote field service technicians can report on repairs and resolve customer issues at a much quicker rate.

In addition, the Invoice Dispute Management application handles all customer pump invoices, making sure the correct service amount is paid in each incident or case. Appian has implemented a back-end process improvement in which invoices are documented and dated with automated reporting trails — lessening the chance for disputed invoices.

Throughout the development cycle, Flowserve was committed to leveraging the latest features and capabilities offered by Appian, from incorporating a records-oriented user interface and cloud-based data, to mobile and social collaboration capability.

"Appian helped us accelerate our business operations and improve the overall customer experience," said Augustine. *"Mobilizing our field service teams and improving collaboration to resolve finance and repair issues allows us to be more responsive to our customers while running the business more efficiently."*

RESULTS

Through the deployment of both Pump After Markets Repair and Dispute Management, Appian has connected Flowserve employees across the organization to the enterprise data, processes, and social collaboration needed to best serve their world-wide customer base. By creating a single application platform, Flowserve logged over 5,000 user entries within the first 18 months of operation, compared to 2,000 entries over the past 10 years logged through the company's legacy system. By the end of this year, the company will see 200 percent productivity gains for its worldwide workforce. In addition, Flowserve expects productivity gains of 200,000 person-hours in the first five years of the solution's implementation.

By harnessing an application platform methodology, global processes of supply and repair management have been standardized to reduce the cycle time of price quoting. Enhanced program visibility across the application allows for quicker and more reliable access to data throughout the organization, easily identifying gaps and process errors that can be proactively addressed.

According to Augustine, the benefits of the Appian solution offer a "single source of truth" about every aspect of Flowserve's aftermarket business. Flowserve is hoping to expand its usage of Appian by rolling out similar solutions to 12 – 15 additional North American service centers within the next year.

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As the market leader in modern Business Process Management (BPM) and Case Management software, Appian delivers an enterprise application platform that unites users with all their data, processes, and collaborations—in one environment, on any mobile device, through a simple social interface. On-premise and in the cloud, Appian is the fastest way to deliver innovative business applications.

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