



# CASE STUDY: SASOL

## Business Process Modeling

### About SASOL

Sasol Limited is one of Africa's major producers of chemicals and liquid fuels products, and a key player in the South African oil industry. Sasol Technology, a company from this family, deals with research, engineering and project management, technology and new business development, information, and logistics. The Information Management function at Sasol Technology (STIM) provides all the strategic and operational IT/IM services for Sasol Technology.

### .Business Challenges

- Need to transform from a functional to a process-centric organisation
- Issues with vendor management and SLA compliance
- Scope for improvement in IT resource provisioning and utilisation
- Requirement to comply with best practice process models, including CMMI and ITIL

### Business Benefits

- Organization change from a functional silo-based design to a process oriented one, with corresponding change in roles and responsibilities
- Alignment and traceability across strategic,

### Project Description

- Provide consulting and guidance on the design and documentation of business processes and procedures in STIM, using Hammer's Business Process Reengineering (BPR) Approach integrated with CMMI best practices
- Report directly to the Leadership Team, for ensuring sufficient momentum and focus in the rollout of the business processes
- Create, train and drive a process design team in STIM that facilitates procedure documentation by the relevant process leaders and process teams
- Help identify and pilot process, and guide in the mapping and gap analysis of these procedures against applicable CMMI process areas.
- Carry out a CMMI Pre-Assessment for the Pilot Area.

### Nihilent's Role

- Model core and supporting processes
- Incorporate ITIL and CMMI best practices
- Establish a framework for continuous improvement



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- Improved reporting and review focus based on metrics and measurement
- Higher team motivation due to involvement in designing own processes
- Improved service provider responsiveness with focus on SLA compliance, root cause analysis and proactive improvement measures

#### Platform and Technologies

- **Workflow Modeller for IDEF0 modelling**
- **Visio, ARIS for process modelling and documentation**

- Implement a Pilot process (Service Provider Management)
- Pilot Assessment to validate improvements in service quality and SLAs
- Skills transfer and training on BPM and CMMI

#### About Nihilent

Nihilent Limited is a global consulting and IT services solutions integration company using a holistic and systems approach to problem solving. Headquartered in Pune, India, Nihilent has experience in international consulting, IT outsourcing and IT services, and has helped more than 700 customers in more than thirty countries.