

Successful remote upgrade of OMS/ORION Improvements in Order and Route Management Systems at BP Retail


BP Oil and ORTEC have a long-standing relationship in secondary distribution. The ORTEC products are used by about 80 users at BP sites located in 9 different European countries, South Africa, Australia and New Zealand.

The new simplified installation process enabled BP to install the new application on all the user's machines in limited time.

Initially, BP Retail started using SHORTREC for route planning of their bulk delivery trucks. At a later stage ORTEC's ORION solution was also implemented to support demand forecasting and automated order generation, while OMS is used as transaction management system between ORION, SHORTREC and the back office systems of BP. After a successful roll-out in the BP Retail world, the BP LPG business decided to start the implementation of these ORTEC products. During this implementation a new generation of OMS was developed. The new generation is also very beneficial to the BP Retail business leading to the decision to start using it as well.

Remote Upgrade

Considering the number of countries (each country having its own test and production databases) and the costs involved in visiting every country to 'make the change' to the new release of OMS, it was decided to perform this upgrade remotely. This is quite a challenge, because all systems are in a live production environment and the operations depend heavily on them.



- 80 users in 9 European countries
- route planning
- demand forecasting
- order generation

However, BP has a solid IT-infrastructure that allows third parties to access their IT-network via an Internet connection through a gateway, enabling easy access to BP databases and servers everywhere in the world. Besides this, knowledgeable super users were available to assist during the process. The new simplified installation process enabled them to install the new application on all the user's machines in time and train the users to work with the new application.



Positive Results

The upgrades all took place in the weekends of the last two quarters. All production databases have been upgraded successfully without the loss of a single day of production work! So far, the reactions have been very positive. The users appreciate the user-friendliness of the new application. IT-support is satisfied as well. New user machines are much easier to install and control over the interfaces running on the server has been improved.

With this upgrade, BP has made a further step in the alignment process of secondary transport in the various countries and within the different business units BP Retail and BP LPG.

About ORTEC

Founded in 1981, ORTEC is one of the largest independent providers of advanced planning & scheduling software and professional consulting services. ORTEC currently has over 500 employees and offices in North America and Europe. More than 800 customers in different industries already benefit from our advanced planning and scheduling solutions.

