



Objective

City Gas

After extensive evaluation, City Gas in Singapore awarded Objective a contract to provide an enterprise-wide information management solution. The system is used in a multi-site environment across a range of business departments including Customer Service, Marketing & Sales, Finance, Corporate Services and Production.

The implementation provides staff with a centralised system to capture, store, manage, find and access information in an effective and efficient manner, eliminating the silos of information that existed across business divisions. It will enable City Gas to shift from a paper-based environment to an electronic environment and better manage the department's growing quantities of information.

The application of the latest techniques and technology in information management compliments the gas provision operation which has adopted cutting-edge technology with the most advanced automated systems, ensuring the continuous supply and delivery of safe and reliable gas island-wide.

City Gas is a firm believer in creativity and innovation and is committed to continuously adopting state-of-the-art technology to meet new market needs. By constantly taking fresh and modern approaches to provide 'best of breed' service, City Gas helps to enhance the lifestyle of Singaporeans and assist their business partners to operate at their peak performance times.

Organisation

City Gas

Industry

Energy

Applications

- Electronic Records Management
- Electronic Document Management

Benefits at a glance

- Provision of higher quality service to customers
- Improved efficiency through fast, reliable and accurate access
- Reduction in storage costs
- Remote access provision
- Promotion of information sharing culture

Further information

www.citygas.com.sg



Why Choose Objective?

Lawrence Siow, IT Manager at City Gas explains:

Risk Management:

“We faced issues associated with our previous paper-based practices where information was retained in a one-off paper record, creating a business continuity risk from loss, either by misfiling, fire or some other disaster. With our Objective implementation, we can be assured our information will remain secure into the future.”

Improved Information Management:

“With no existing IT system, we wanted to have confidence in storing all physical and electronic information in a single repository providing people with a single access point to crucial corporate information. This will enable us to standardise information management across the organisation, providing staff with the direction, tools, training and support they need.”

Future-proofing:

“We selected Objective because it enabled City Gas to move into the future with the ability to manage ever increasing quantities of information.”

Proven Reputation:

“Objective's reputation for their approach to providing successful, scalable implementations and ongoing support of their solutions was well regarded.”

City Gas

City Gas produces town gas and retails it nationwide to residents as well as supplying both town gas and natural gas to industrial and commercial sectors over a pipe network of more than 2,600 kilometres. For further information, please visit www.citygas.com.sg

About Objective Corporation

Objective Corporation works extensively with both the public and private sectors to help organisations gain control of information throughout the enterprise. Bringing together the right information, with the right people, at the right time, results in processes that deliver measurable value. Objective helps solve real-world business issues such as improving operational efficiency within increasingly regulated environments.

Through the provision of timely and accurate information, in a secure and auditable environment, Objective solutions are able to meet the challenges in information and process intensive environments, whilst minimising cost and maximising re-use of corporate memory.

Objective works closely with both end user organisations and business partners to ensure maximum returns are realised in timeframes that are realistic and that build a flexible basis for future organisational change.