



Flint Hills Resources embraces digital transformation strategy

Cloud-based EAM continues modernization efforts

In pursuit of increased productivity

Flint Hills Resources, LC is a leading refining, chemicals, and biofuels company with a history that stretches back more than 60 years. It is part of Koch Industries, which has businesses ranging from transportation fuels, medical technology, building products, fibers for the fashion industry, industrial glass manufacturing, ranching, and more. Flint Hills Resources has invested more than US\$15 billion in capital projects and strategic acquisitions since 2004 and employs more than 4,500 individuals.

Creative destruction in practice

Flint Hills Resources' strategy of pursuing growth through acquisitions has proven successful, but the need for increased agility in implementing system changes had become more difficult with its legacy, on-premise asset management system. With upgrades requiring an investment of at least US\$1 million, refreshes were only considered every three to four years. This upgrade schedule left employees using tools that weren't quickly adapting to industry best practices to help the company maintain its position as an industry leader.

Flint Hills Resources began the process of looking for a replacement in 2017, selecting Infor's Enterprise Asset Management (EAM) product because it coincided with its plans to launch an ambitious digital transformation plan that would shift the company away from costly, legacy IT investments toward nimbler, cloud-based SaaS solutions.

"After considering other alternatives, it was clear that Infor's multi-tenant SaaS solution plus a cloud- and mobile-first strategy was a great match for our business," says Chris Dahl, CIO, Flint Hills Resources. "We opted to pursue a new EAM strategy in partnership with Infor and its recommended partner, Capgemini."

The Capgemini Infor team started by conducting a series of workshops to share market business methods, understand Flint Hills Resources' existing work management processes, and eventually created a blueprint of unified work management procedure maps that could be incorporated across the business.



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Giving people freedom and flexibility

As modernization and transformation efforts began, it was not long before Flint Hills Resources began envisioning the tangible benefits from the new Infor EAM system.

The ability to quickly address on-site maintenance requests at Flint Hills Resources is important to ensure a smooth working process and to minimize potential interruptions for staff and customers. Part of the transformation will give more employees at a location the ability to submit maintenance work requests. They will be able to transform away from a more time-intensive process to make requests with limited insight into status or approvals. Through the Infor EAM system, employees will be able to make requests in minutes and provide the necessary context to have requests more quickly approved by managers, cutting back on administrative time and helping people get more done, faster.

“One of the biggest benefits for Flint Hills Resources will be the ability to remove process constraints and help them modernize. The Infor EAM solution is a lot more open and flexible, and we’re giving people the ability to initiate, plan and execute work far more quickly than they could before,” says Mike Dennis, Principal, Capgemini.

Flint Hills Resources is also better positioned to meet the demands of its mobile workforce, especially employees tasked with doing remote inspections or working at or travelling between terminals. The previous system lacked a mobile capability and individuals relied on pen and paper when in the field, but soon the company will have the ability to connect remote workers with the Infor EAM system via the mobile application so there are no work or communication delays. The Infor EAM project is still in progress, and Flint Hills Resources expects it to be fully deployed across all sites in 2019.

“We took additional time upfront to have the right conversations with everyone from leadership to end users on what this solution should look and feel like, and to ensure we’re helping them drive their business goals. We have a clear vision, and we’re excited to help Flint Hills Resources adapt to a new era of cloud-based innovation,” says Dennis.

Technology

Infor EAM
Infor iProcure
Infor Supply Management

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