

# RasGas Company Ltd



شركة راس غاز المحدودة  
RasGas Company Limited

*"Enterprise Alert® was the right solution to improve efficiency and gives us the competitive advantage to increase productivity."*

Erhama Al-Kaabi, Information Systems Manager



## Background

Founded in 1993, RasGas Company Ltd. today is a world-leading LNG company as measured by profitability, operational performance, commitment and concern for people and the environment. It is RasGas' mission to produce and sell hydrocarbons from the world's largest non-associated gas field, in a safe and environmentally conscious way.

## Business Challenges

RasGas was looking for a solution to send SMS messages from Outlook, to forward e-mails to cell phones, forward meeting requests etc. – in short for a solution to mobilize their enterprise information and to alert service technicians on the road.

## Derdack product that was selected

RasGas has deployed Enterprise Alert® as an E-mail-to-SMS and SMS-to-E-mail gateway.

## How/where the product was deployed

The following applications have been set up:

- Outlook e-mail to SMS: A standard E-mail from Outlook is sent to an e-mail address and routed to Enterprise Alert® which generates a SMS message and sends it out via GSM-modem.

- E-mail Forwarding to SMS: Employees who are travelling and do not have access to the computer network will be informed about new E-mails. Enterprise Alert® picks up the e-mail and transforms it into an SMS which is directly submitted to the mobile phone via GSM-modem.
- Meetings requests to SMS: Above scenario can be used for submitting meeting requests as well. These requests sent as E-mails are then routed to Enterprise Alert® which generates an SMS and sends it via a GSM modem to a mobile phone number.
- Alerting applications: The e-mail forwarding application described above is also used to forward alert messages from third-party applications, e.g. monitoring tools. This is an easy way to add SMS functionality to enterprise applications.

Derdack also deployed a white list and special logging options for RasGas. The white list is a simple but efficient feature as it enables the access to the e-mail-to-SMS services for certain people only. If an e-mail address is not on the white list the service cannot be used. The implemented logging option allows to log incoming and outgoing SMS in a dedicated database.

## Client

RasGas Company Ltd., Qatar

## Industry

Energy, Oil and Gas

## Business challenge

RasGas was looking for a solution to mobilize their enterprise information and to alert service technicians.

## Business benefits

Reliable SMS alerts to technical personnel who is responsible for maintenance leads to significant efficiency gains and time savings when reacting to business critical situations.

## Learn more

[www.derdack.com](http://www.derdack.com)

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**What business benefits has the client enjoyed as a result**

Erhama Al-Kaabi, Information Systems Manager at RasGas commented, “We evaluated several products and Enterprise Alert® was the right solution to improve efficiency and gives us the competitive advantage to increase productivity. Through the easy creation and customization of the two-way mobile alerts from Outlook and other applications, information are passed instantly and accurately which led to business process improvements.”

In fact, RasGas benefits from Enterprise Alert® as it has a strong focus on usability and comes with an intuitive browser-based user interface.

Reliable SMS alerts to technical personnel who is responsible for maintenance leads to significant efficiency gains and time savings when reacting to business critical situations.

Aside from the ease of creating rules (AMR system of Enterprise Alert®), another benefit is the ease of implementation. By deploying Enterprise Alert®, RasGas saved more than four weeks compared to having to develop their own solution. Derdack’s software is a Plug & Play solution and could be implemented on-site within only 3 days. This included setting up all above mentioned services and one-day product

training for the according system technicians.

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