Nebula delivers digital transformation for Engen with Azure

Engen, based in Africa, refines and markets petroleum, lubricants and other fluids, and chemicals, and provides retail convenience services. The company previously supported its supply chain operations via siloed on-premises legacy extranet applications for each segment. Maintaining these platforms was time-consuming and it hindered digital growth. Engen turned to Nebula's Surge Cloud Platform™ and Surge Identity™ solutions to enable a successful cloud environment and manage identity and access. These platforms have been key in differentiating the B2B and B2C customer journey and increasing collaboration, customer loyalty, and innovation.

ENGEN

AT A GLANCE

Customer: Engen

Website: https://www.engen.co.za/about

Customer Size: Corporate (10,000+ employees)

Country: South Africa

Industry: Energy

Products and Services: Microsoft Azure

Nebula, Engen, & Microsoft Azure

Customer Challenges

Engen was supporting its supply chain operations for fuel orders via siloed on-premises legacy extranet applications for each customer segment. Burdened with multiple applications, the company found that maintaining these platforms was onerous and time-consuming, and that the legacy system hindered innovation. This was a major hurdle on its digital roadmap. Strict corporate policies at the time meant that Engen's IT teams spent significant time managing passwords for more than 2,000 external customers. The user experience was also compromised, as customers were forced to navigate multiple usernames, passwords, and sign-ins.

Partner Solution

Engen adopted the Microsoft Azure-based solutions Surge Cloud Platform™ and Surge Identity™ from Nebula to enable a successful cloud environment and to handle its identity and access-management needs. The new platform has proven to be key in differentiating Engen's B2B and B2C customer journeys by improving internal collaboration among business functions, enabling an empowered work force, increasing customer loyalty, and creating a culture of innovation.

Customer Benefits

Surge Identity™ improved Engen's sign-in experience and boosted data security via single sign-on (SSO) and third-party social sign-in, enabling SSO for more than 30,000 users. Engen has also boosted its digital B2B and B2C customer journeys through dynamic web and mobile interface development. Surge Cloud Platform microservices running in Microsoft Azure Service Fabric fast-tracked this process because features didn't have to be redeveloped for each application.

"Cloud was the obvious choice to achieve the smooth experience we were looking for. The decision to go with Azure was an easy choice." —Andries van der Vyver, Engen

"As lockdown restrictions ease, more of our customers will be on the road. We encourage motorists to download the app because it offers a safer customer service experience." —Seelan Naidoo, Engen

"Each party brought something different to the table, and this merging of skills allowed us to develop something great together." —Andries van der Vyver