

1NEBULA DELIVERS DIGITAL TRANSFORMATION FOR ENGEN WITH AZURE

Engen, headquartered in Africa, specialises in refining and marketing petroleum, lubricants, and various chemicals, alongside providing retail convenience services. Previously, the company relied on siloed, on-premises legacy extranet applications for each segment of its supply chain operations. This maintenance was time-consuming and hindered digital growth.

To address these challenges, Engen adopted 1Nebula's Surge Cloud Platform™ and Surge Identity™ solutions, creating a robust cloud environment for managing identity and access. These platforms have played a crucial role in enhancing the B2B and B2C customer journeys, fostering collaboration, boosting customer loyalty, and driving innovation.



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



1NEBULA, ENGEN, & MICROSOFT AZURE



CUSTOMER CHALLENGES

Engen supported its supply chain operations for fuel orders through siloed, on-premises legacy extranet applications for each customer segment. Managing these multiple platforms was burdensome and time-consuming, hindering innovation and posing a significant obstacle to its digital roadmap. Strict corporate policies required Engen's IT teams to spend considerable time managing passwords for over 2,000 external customers. This also compromised the user experience, forcing customers to navigate numerous usernames, passwords, and sign-ins.



PARTNER SOLUTION

Engen adopted 1Nebula's Microsoft Azure-based solutions, Surge Cloud Platform™ and Surge Identity™, to establish an effective cloud environment and manage its identity and access needs. The new platform has been instrumental in differentiating Engen's B2B and B2C customer journeys by enhancing internal collaboration across business functions, empowering the workforce, increasing customer loyalty, and fostering a culture of innovation.



CUSTOMER BENEFITS

Surge Identity™ enhanced Engen's sign-in experience and improved data security through single sign-on (SSO) and third-party social sign-in, enabling SSO for over 30,000 users. Engen has also elevated its digital B2B and B2C customer journeys by developing dynamic web and mobile interfaces. The Surge Cloud Platform's microservices, running on Microsoft Azure Service Fabric, accelerated this process by eliminating the need to redevelop features 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,
Engen