

## Major Ukraine Fuel Station Retailer Taps IBM to Help Improve Efficiency of Operations

Concern Galnaftogaz chooses IBM Control Desk to manage IT assets that support a growing network of gas stations, convenience stores and cafes

KYIV, Ukraine, May 23, 2017 /[PRNewswire](#)/ -- IBM (NYSE: [IBM](#)) today announced that [Concern Galnaftogaz](#), a leading fuel station, convenience store and cafe operator in the Ukraine, has tapped IBM to deploy a company-wide asset and service management solution that will be used by all departments and divisions to bring greater simplicity, flexibility and security to its growing operations.

Concern Galnaftogaz, a public company, operates about 400 OKKO gas stations, which include convenience stores and cafes, across 24 regions and manages a growing employee base of 10,000.

"Because of our size and the continuous transformation of key and supplementary retail business processes, we needed online tools to monitor operations and effectively collect internal data," said Alexander Lyashenko, vice president of technology and processes for Concern Galnaftogaz. "IBM helped us simplify operations management and substantially improve the reaction time and the ability to make decisions based on easily accessible and verifiable data."

Concern Galnaftogaz chose the [IBM Control Desk](#) solution for its scalability and ease of use by non-IT professionals. At Galnaftogaz, IBM Control Desk is integrated with a corporate interactive voice response and collaboration system so that operations service requests from one department to another are automatically generated, sorted and maintained.

"Clients are looking for ways to not only solve their operational challenges but to define their path to innovation," said Ievgen Pasichyuk, business leader for IBM Cloud in Ukraine and the Commonwealth of Independent States (CIS). "IBM provided Concern Galnaftogaz with the flexibility and analytics to better monitor and improve both internal operations and employee satisfaction and, ultimately, provide a better experience for its customers."

The project was implemented by SI BIS, a business partner of IBM, in just over three months.

"Clustering IBM's service management solution both horizontally and vertically made it possible to scale across all the main divisions of Concern Galnaftogaz," said Sergey Sokhatskiy, head of IT management systems department at SI BIS. "Since the start of the year, the company replicated the service oriented IT management approach to embrace all of the internal business processes."

For more information on IBM Control Desk, please click [here](#).

For more information on IBM Hybrid Cloud solutions, please click [here](#).

#### *About ?oncern Galnaftogaz*

?oncern Galnaftogaz is among the leading oil products companies in the Ukraine. The company's primary activity is the retail of fuel and consumer goods and services through the network of OKKO branded gas stations. Another important direction of the company's activities is the retail of consumer goods and services through the network of convenience stores, at gas stations and outside them. Concern Galnaftogaz is also engaged in the large and small wholesale of oil products and provides storage and transporting services of fuel to third parties.

#### *About SI BIS*

SI BIS specializes in implementing complex projects of creating modern communication infrastructures. The company was founded in 2003, and for more than 14 years, it has been a reliable IT partner for more than 400 Ukrainian companies.

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