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—Brad Newman, Special Projects Manager, Sunoco Logistics

## Sunoco Logistics Improves Daily Operations with iDashboards

### CUSTOMER

Sunoco Logistics Partners L.P. was formed in 2002 to acquire, own and operate a diverse mix of crude oil and refined products, pipelines, terminalling and storage facilities, as well as crude oil acquisition and marketing assets. Sunoco Logistics holds a significant presence in the U.S. Northeast, Midwest and Gulf Coast with their highly efficient pipelines and terminals. Through dedication to safety, security, and care for the environment and community, as well as strong customer focus, Sunoco Logistics has consistently increased their distributions.

### CHALLENGE

With all of their operations, Sunoco Logistics obtains massive amounts of data from many different departments on a regular basis. All of this proved to be overwhelming and difficult to interpret, causing the need for a powerful way to analyze and display all of this data. Sunoco Logistics needed a product that could be flexible in design and would minimize the interpretation of complicated metrics.

### SOLUTION

Sunoco Logistics needed a dashboard solution to work with Excel, and other data sources. Previous experience with the product led them back to iDashboards. Sunoco Logistics experienced a product demonstration and instantly became a fan of the product. Seeing all of the capabilities, ease of use and flexibility, Sunoco Logistics knew they had to have the software for their business needs.

With the ability to pull from their SQL, SCADA systems, Excel and other data sources, it became clear that iDashboards was a great fit and the key to creating visibility into the mass amounts of data, ultimately leading to more success.

### RESULTS

Since implementation, Sunoco Logistics finds use for their dashboards on a daily basis in the operations, measurement and operations excellence departments and will soon be seen in many more. With the proven ability to provide the most up-to-date data, Sunoco Logistics has created dashboards to track and measure key metrics such as workload study, fatigue mitigation, alarm load for pipeline controllers, phone call tracking and system changes.

Sunoco's dashboards are utilized among the staff, manager, director and VP levels by fifty plus employees, providing transparency and visibility throughout the organization. With the help of iDashboards, Sunoco Logistics can sort through their data and KPIs easily, helping them remain compliant with government regulations, make HR decisions in staffing issues as well as asset mitigation and reallocating, work quickly and efficiently and most importantly provide their customers with the best service possible.