

# Pakistan Oxygen Selects TrackAbout for Cylinder Tracking



## COMPANY BACKGROUND

Pakistan Oxygen's vision is to be the leading industrial gases and hospital care company, admired for its people, who provide innovative solutions that make a difference to the community.

We recently spoke with **Arshad Manzoor**, Head of Information Services at Pakistan Oxygen, about some of the challenges they were facing and how TrackAbout is helping them improve their overall business performance.

**Q: What industries does Pakistan Oxygen mainly focus on?**

**A:** Pakistan Oxygen proudly serves wide range of customers across Pakistan most of which are leading companies from a variety of industry sectors including Oil & gas, energy, petrochemicals, steel, glass, food and beverage, fabrication, pharmaceutical and Healthcare sectors. We act as strategic solution providers to our customers, providing value through our innovative products and services while using best operating practices from across globe.

Our business portfolio is strategically divided into four parts which are On-site, Bulk, Packaged Gases and Products (PGP) and Healthcare.

**Q: What was the challenge you were looking to address and what were you doing prior to TrackAbout?**

**A:** First, we needed to stop the loss of cylinders and second, determine where the existing cylinders are located and document them.

We did not have a cylinder tracking system so we did not have good visibility on how our cylinders were moving.

We were losing cylinders and didn't know where or why. Our primary customers have multiple cylinders in many locations but no data to tell us how they were moving... We had been using a spreadsheet for all of our tracking and it doesn't meet the requirements we have to effectively track all of our assets.

**Q: How many assets are you tracking?**

**A:** We are starting with approximately 7000 assets but as we implement the TrackAbout solution, we see this number going up to over 20,000 as we continue to expand our business.

**Q: How did you decide this was the year to do tracking? Why not push it off and keep using Excel?**

There were two main reasons why we decided now was the right time to implement a better tracking solutions.

**A:**

First, It became clear to us that we had lost track of thousands of cylinders. We estimated that originally we had many more cylinders but our numbers were actually shrinking. We needed to stop the loss of cylinders by determining where the existing cylinders are located and document them.

Second, our new management team is very focused on digitization and IT-enabled solutions. With such a large number of cylinders, we knew that the old method was not going to work or scale for us, and that a more robust, IT-enabled solution was going to be the best path forward for our organization.

**Q: Once you decided you want to do a cylinder tracking project, how did you pick TrackAbout and what other vendors did you consider?**

**A:**

Pakistan Oxygen Limited was formerly a part of Linde, so I had experience using TrackAbout successfully in the past. TrackAbout was already familiar with our industry so it was a natural fit. This experience, combined with an attractive price point, were the main reasons why we chose TrackAbout. We considered less expensive local options, but none offered the features or experience of TrackAbout.

In addition, the TrackAbout sales, customer service and support teams were and are, very responsive to our requests and go above and beyond when it comes to addressing any issues we have. The team is very professional and they make it easy for us to focus on what is most important, and that is accurately tracking our most valuable assets.

**Q: How has your experience been with TrackAbout so far?**

**A:**

Our experience so far with TrackAbout has been excellent. The application is simple to use and the TrackAbout team is very customer-focused. Our account manager, WeiGuo Cai, has been very attentive to our needs and making sure we are satisfied with our results.

We feel we are in very good hands with TrackAbout and across the company, we are in agreement that TrackAbout was the correct solution for us.

There have been no surprises with the implementation and use of the solution which gives us confidence that this will be a long-term relationship with future system integrations down the road.

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**- Arshad Manzoor,**  
Head of Information Services



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