

Use case**Providing expertise, organizing and managing multidisciplinary cooperation****Customer**

Sitech Services BV

Market

Process industry

Theme

Contracts & Service Level Agreement

About Sitech Services

Sitech Services is a leading technology partner at the Chemelot industrial site in Geleen. They specialize in improving the performance and cost-effectiveness of industrial plants. With a focus on analysis, optimization and maximization, Sitech strives to keep plants competitive by using the latest technology applications, expertise, innovations and digitalization.

Challenge

Until 2023, Sitech's biggest customers were also its shareholders. In 2022, Sitech and its former owners launched the "Beyond Transition Program", aimed at privatization and sale to German service provider Ebert HERA Esser Group. Selas & Partners was responsible for the development of one of the six key workflows; the "Contracts and Service Level Agreements (SLA)" workflow. These contracts form an important part of the employment guarantee for the next five years.

Approach & solution

During this project, Selas & Partners developed and worked on the five most important work packages:

- Maintenance
- Turnarounds
- Projects
- Technology & Innovation
- Spare parts

Under the guidance of Selas & Partners, details were defined for each SLA such as contract duration, fee and payment structure, mutual work processes (including roles and responsibilities), the purchase order process, performance management including key performance indicators, contract management and associated governance structure. Selas & Partners played an important role in providing substantive expertise in the above areas and organizing and driving multidisciplinary cooperation between customers (OCI Nitrogen, Fibrant, Anqore, Borealis, Arlanxeo and DSM-Envalor) and Sitech Management. By the end of 2022, the SLAs were ready and the associated processes and governance structure had been implemented, with Selas & Partners overseeing the start of implementation in the first half of 2023. This laid a solid foundation for cooperation between Sitech and its customers.

Want to know more?

A letter of reference from Marc Dassen, CEO of Sitech, is available on request. Please contact david.mesterom@selas-partners.com. Our white paper "Contract Lifecycle Management" contains our substantive approach and vision on contract management. It can be downloaded [here](#) (available in Dutch).