



Pakistan Oxygen Case Study

Company Overview

Pakistan Oxygen proudly serves a 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, pharmaceuticals and healthcare. We act as a strategic solution provider to our customers, providing value through our innovative products and services while using best operating practices from across the globe.

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

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.



What challenges were you looking to address, and what were you doing prior to TrackAbout?

First, we needed to stop the loss of cylinders and second, determine where the existing cylinders were located and document them. We did not have a cylinder tracking system so we did not have good visibility of how our cylinders were moving around. We were losing cylinders and didn't know where or why. Our primary customers have multiple cylinders in many locations but did not have the data to tell us how they were moving. We had been using a spreadsheet for all of our tracking and it just didn't meet the requirements to effectively track all of our assets.

Discover how TrackAbout can help you track with transparency.

Schedule a free demo today!
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How many assets are you tracking?

We are starting with approximately 7,000 assets, but we see this number increasing to over 20,000 as we continue to expand our business.

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

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

First, it became clear to us that we had lost track of thousands of cylinders. We needed to stop the loss of cylinders by determining where the existing cylinders were 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 would be the best path forward for our organization.



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

Pakistan Oxygen Limited was formerly a part of Linde, so we 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 that TrackAbout did. In addition, the TrackAbout sales, customer service and support teams, are very responsive to our requests and go above and beyond when it comes to addressing any issues we have. The team makes it easy for us to focus on what is most important, and that is tracking our most valuable assets.

How has your experience been with TrackAbout so far?

Our experience 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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