



customer benefit study

chevron marine lubricants | eletson corporation SA

discovering the convenience of online lubricant ordering

Ship owners operate under many complex constraints. Each time-saving efficiency they find helps keep them competitive. Eletson found a time-saving efficiency in Chevron's OnePort™ online lubricant procurement system.

Situation

Shipping company Eletson Corporation SA, headquartered in Piraeus, Greece, owns a fleet of thirty-six vessels, and is one of the worlds' largest owners of medium- and long-range product tankers.

Until the beginning of 2020, the company had utilized traditional email to place orders for their fleet of Chevron Marine Lubricants supplied vessels. While serving Eletson efficiently with regional customer service support, the local Chevron team wanted to help optimise operations for their customer by introducing the recently launched OnePort™ ecommerce platform.

A team from Chevron — consisting of Account Manager Aris Theodosiadis and Customer Service Representative

Vassilis Zacharias — visited the Support Engineer from the Eletson Technical Department, Mr. Konstantinos Tzagkournis, at the companies' head office to explain the benefits of the new system.

“Placing orders with OnePort saves a lot of time..”

Konstantinos Tzagkournis, Support Engineer,
Eletson Corporation SA

The Solution

The team from Chevron delivered a personalized demonstration illustrating how easy it is to place orders, check availability and confirm delivery — all in one place.





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“I can access the platform from different devices, and can easily view important transactional information quickly.”

Konstantinos Tzagkournis, Support Engineer, Eletson Corporation SA

On seeing how easy it was to use, Mr. Tzagkournis recognized that OnePort™ would enable staff to quickly place and track orders for vital lubricants products and that this would bring efficiencies to the business.

Eletson immediately adopted the system, and after being quickly guided through the straightforward process for registration, was able to start ordering immediately.

Conclusion

Since adopting OnePort, Chevron customer Eletson has placed all orders for lubricants through the system. The company has been particularly impressed with the easy access to delivery notes (MLDRs) and invoices.

“Placing orders with OnePort saves a lot of time because it cuts down on unnecessary emails, I can access the platform from different devices, and can easily view important transactional information quickly,” said Mr. Tzagkournis.

The time-saving benefits of OnePort, combined with easy to use functions, have proved that transitioning to digital tools has valuable benefits for both the customer and supplier. ■



Left to right: Mr. Konstantinos Tzagkournis with Chevron's Vassilis Zacharias and Aris Theodosiadis.



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video and learn more.



OnePort™
customer portal