



Digitalizing business processes to increase sustainability

Oil and Shipping | Monjasa



Business opportunity

Monjasa is one of the world's largest suppliers of fuel for ships at sea, delivering nearly 7 million tons of fuel a year as of 2024. The company provides service across all seas and oceans except at the poles and in Australia.

Monjasa is legally bound by International Maritime Organization (IMO) regulations to track and measure the carbon emissions across its operations. And as a service, they also advise their customers on what fuel to burn where in order to comply with the same regulations.

To increase business efficiency and compliance, Monjasa needed to digitally transform critical processes for purchasing and delivery as well as internal reporting for Human Resources. Monjasa wanted to empower business users with a Low-Code/No-Code (LCNC) development framework that would allow them to directly contribute to process innovation companywide.

Technical challenge

Monjasa needed to ensure their Enterprise Resource Planning (ERP) system, an older version of Microsoft Business Central, remained the company's trusted system of record within the new development framework.

Group IT Director Michael Østergaard selected Microsoft Power Platform to integrate with the company's ERP. He understood that Monjasa needed the guardrails of life-cycle management before business users could safely and effectively use the platform to develop LCNC applications for use in production.

Our solution

Together, Monjasa and Kyndryl assessed the readiness of the company's Microsoft Power Platform instance for intended uses. Based on that assessment, Monjasa built a custom connector on top of the API for Monjasa's ERP system. This enabled the business to improve purchasing, expense and compliance workflows with the LCNC features with Microsoft Power Platform.

The combined team established a Microsoft Center of Excellence to govern the lifecycle of all business applications. Governance included creating automations across the applications to ensure data loss prevention within the ERP. The team set up reports with Power Business Intelligence to track the critical business functions managed through new Microsoft Power Platform applications.





The power of partnership

Kyndryl's expertise with Microsoft technologies enabled the team to flexibly integrate Monjasa's Power Platform Center of Excellence with other Microsoft tools across the company's IT estate.

What progress looks like

As a result of using Microsoft Power Platform, Monjasa now offers their customers a real-time view of invoices, orders, claims and carbon emissions, plus real-time tracking of vessels to which Monjasa is in the process of making deliveries. Additionally, the Microsoft Center of Excellence so far enables business users:

- To create LCNC applications for business processes in their offices and regions. Human Resources team in the EU, for example, developed an MPP application that tracks for hours worked and vacation time taken, complying with a country reporting mandate.
- To modify and adapt existing applications to new purposes in multiple regions.

About the customer

Monjasa conducts oil terminal operations and delivers marine fuels on a global scale. Their hundreds of employees on land and at sea enable them to perform more than 15,000 supply operations worldwide on a yearly basis.

What's your next
digital business challenge?

Let's tackle it together. →

Meet the team

Michael Bruun Østergaard

Group IT Director



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