

GAZPROM: Special Customer.

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«VSP is launching work on a new extended program «GAZPROM: Special Customer». Work on business development with one of the major Russian companies will be based on the experience gained under the frames of realisation of the program «ROSNEFT: Special Customer».»

Mid last year we launched work on the specialised program «GAZPROM: Special Customer». The decision was finally approved at the meeting dedicated to finalizing results of the company in the first half of 2019. As per our experience a program practice allows to achieve higher results. Concentrating resources — time of the team, specialists' expertise, the program budget — on one concrete goal and task, we considerably improve efficiency of one or the other practice. And planning the activities on extended and long-term tasks such as development of relationships with major customers, i.e. Rosneft, Sibur, Lukoil or Gazprom, there is no way to achieve smooth and effective work without a focused approach, proper planning, clear understanding of stages and final aims.

While forming stages of the program «GAZPROM: Special Customer», we were of course building on the experience of operation over a number of years with ROSNEFT — one of the main customers for VSP in Russia. In view of the profile of the main ROSNEFT enterprises covering production, processing and petrochemicals, it is no wonder that ROSNEFT plants apply solutions by MTL for intrinsic safety, instrumentation products and other engineering developments which are in the focus of our team; on the other hand, doing business with the customer is not due to some random circumstances. In Russia and in some other markets where the company is participating in realization of projects, we fight with advanced companies of the worldwide level from Europe, America and Asia, and prove that our solutions are the best. It's not an overstatement to say that for the companies VSP is competing with, work professional teams, focused at ambitious goals, and which sometimes are supported by comprehensive capabilities of their parent companies. Does such an interaction in the market make our life difficult? On the contrary. We welcome opportunities for healthy and professional competition, which in the end works for the benefit of customers, and drives development of every company aiming at success. A very important condition allowing for work under the frames of such projects, as we understand it, is the factor of a long-term planning — a factor of strategic development. Obviously, comprehensive programs of this sort require serious base and foundation, which will serve as a year-by-year platform for the employees. A business looking for an immediate benefit and profit «here and now» will drop out of the race quickly.

ROSNEFT includes not only corporate enterprises, but the brand means an extensive ecosystem covering project & design institutes, engineering companies, service companies of all sorts and interrelated organizations.

«It is a challenge to work with such a company as ROSNEFT. Not only because ROSNEFT is highly demanding to its suppliers in terms of technical solutions being offered and the team capability to provide for a comprehensive support. A distributed geography of ROSNEFT production sites implies in the first place the skill to weigh possibilities of a business against basic customer expectations. One has to give himself an answer if the team is ready to provide a

reliable and long term work with such a company. As of today we cooperate with 12 major oil refineries of the company.»

https://www.vsp-co.org/rosneft-special-customer_en.html

The expertise and work the team has accumulated over the years of operation on the program «ROSNEFT: Special Customer» laid the foundation for a new program of business development with GAZPROM. With account of the scale of the holding, structure and geographical features, high demands of the customer to suppliers and partners, the fact that it is impossible to be present in many places at the same time and do the job at the level of the VSP standards, we have planned the work on the program focusing at its progressive fulfilment.

The first step and stage covers GAZPROM enterprises in the industry where VSP has some expertise, namely oil refining and petrochemical sectors: GAZPROM neftekhim Salavat, Moscow OR, Omsk OR, production enterprises of the group, ... With the stage approach to the frame program «GAZPROM: Special Customer», primarily we aim at providing the customer with the solutions which according to VSP competence will influence efficiency of GAZPROM production processes, will add some economic benefits for the customer due to cooperation and application of advanced developments of the world level. Only by this approach — offering the end-user the real value of technologies — we may be confident in our expectations for success in terms of a long-term strategic program.

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