

Major Offshore Drilling Contractor Shares Content Effectively on a Global Scale

Seadrill uses Open Text ECM Suite to collaborate globally and increase productivity

Seadrill

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Fredrik Grimsby,
Project Manager, Seadrill Management AS

Seadrill is an international offshore drilling contractor providing services within drilling and well services. Together with their partners, the company has 40 drilling units. Seadrill has roughly 7,600 employees operating in 15 countries on five continents.

Seadrill receives a significant number of drawings and operations documentation as part of

the delivery of new offshore rig units. These documents include as-built drawings, equipment specifications, and user manuals.

Seadrill previously used a solution based on a partially implemented document management suite that did not contain the necessary functionality to meet the needs of a geographically distributed company. It was difficult to keep track of document revisions and to ensure a uniform way of working with all the documents across business units and locations. "We needed a corporate Enterprise Content Management (ECM) solution to be utilized globally in all business units and areas in order to manage, share, and collaborate on our documents in our international organization," says Fredrik Grimsby, Project Manager at Seadrill.

A system that creates collaboration and effective information sharing

In early 2007, a project group was formed at Seadrill consisting of both technical and administrative personnel. Their purpose was to select a solution that would improve the effectiveness of collaboration and sharing documents within Seadrill.



Drilling unit West Phoenix

ecm
suite

The group developed a list of important criteria that the solution must meet:

- The solution must come from an international leading software vendor within the ECM market in order to secure global effectiveness and long-term reliability.
- The solution should include eDOCS Lotus Notes rich functionality integration and eDOCS Microsoft (MS) Explorer and MS office integration.
- The solution must have a local partner in place at the implementation site with extensive solution expertise.
- The solution should include a stable solution for replication of documents between international onshore sites and offshore rigs.

After considering some of the major ECM platform providers, the Seadrill project group reached the decision that the Open Text ECM Suite, eDOCS Edition would best suit their business needs.

The implementation partner chosen for the project was Contesto, a Norwegian consulting company specialized in content management with a long history and experience in implementing and managing Open Text solutions.

Industry

Offshore drilling contractor

Customer

Seadrill Management AS

Business Challenges

- Geographically dispersed locations
- No document management standards

Business Solutions

- Open Text ECM Suite, including Open Text Document Management, eDOCS Edition

Business Benefits

- Increased collaboration across business units, countries and continents
- One common metadata and numbering structure for business content
- Streamlined, uniformed and more efficient content management processes
- User-friendly and uniform user interface for all employees

High-quality implementation and training a key to success

In August 2007, the Seadrill/Contesto project group started the system design and specification process, which was finished in May 2008. In all phases of the implementation, Seadrill cooperated closely with the Open Text partner, Contesto—from system design to testing and implementation to training.

The implementation, training, and roll-out was carried out in 2008 and first quarter of 2009. All the staff on eight international onshore locations on four continents and several offshore rig units were trained during autumn 2008 and winter 2009. To maximize the training efforts and results, Seadrill built an eDOCS DM e-learning module, which was established internally and integrated in the existing e-learning system. “We were very happy with both the implementation and the training process. The rapid implementation and the extensive training program made our users satisfied,” says Grimsby.



Satisfied users and an effective organization

More than 1,500 users on four continents, both onshore and offshore, have now started using the Open Text ECM Suite. eDOCS DM is utilized as Seadrill's corporate solution for content management and collaboration.

"The aim of implementing the system was to simplify everyday matters for all employees when it comes to content management, while allowing more efficient interaction across our different locations worldwide. Since one of the main benefits the users have expressed is access to one common and uniform solution repository for content management across different business units and sites, both on- and offshore, I must say that we have succeeded in the content management system implementation," says Grimsby.

Another important benefit is that using the Open Text ECM Suite has brought Seadrill's geographically spread out offices closer together and increased the productivity of business processes.

Grimsby describes the Open Text implementation as innovative in key areas; "One innovative feature is the two-way replication between international sites for sharing and collaboration of documents within eDOCS DM. This saves time and money for us by automating the document distribution process combined with full revision control and traceability. The need for sharing documents across continents by email has disappeared. All in all, we are very happy with the Open Text ECM Suite and what it has done for us."

contesto

Contesto was established in Stavanger in September 2001. Our business idea is to simplify handling of, and access to, all business critical information. Through our Partnership with Open Text we provide our customers with state-of-the-art products for Information Management, combined with our consultant's comprehensive experience within Information-, Document- and Records Management. Our customers include companies within a number of industries, including Energy, Oil & Gas, Construction, Research, Engineering, and Finance.

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