

Case Study

Global energy company transforms field work



Engineers leverage portal to reinvent time-consuming processes for faster, more informed decision-making

Business situation

In the energy business, the ability to readily access and analyze information is critical to business growth.

With millions of oil wells and vast gas reserves that need to be managed in the field, a global energy company's ability to "connect the dots" across millions of pieces of data proved to be a time-consuming and costly endeavor.

As a result, field engineers spent countless hours mining data from more than 15 different systems to understand how wells performed, identify key trends and model future production. Amidst a pile of spreadsheets and databases, field engineers found it difficult to keep pace with the company's need for the type of current information essential to make informed decisions.

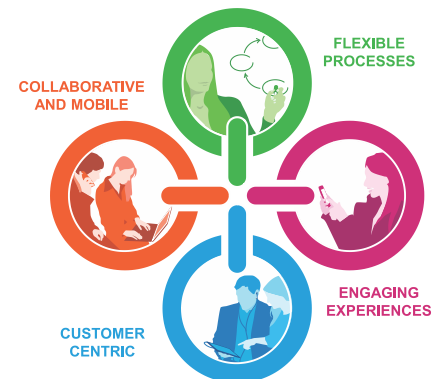
With the average number of wells and reservoirs assessed by each engineer increasing dramatically, understanding performance—and predicting trends—became nearly a full-time job for many employees. This took highly experienced engineers away from what they do best: using their knowledge to find new energy resources and identify key growth opportunities.

Our long-time customer sought a better way.

The culmination of Avanade's work has resulted in the creation of a solution and user-friendly portal that has dramatically transformed the way in which field engineers do their jobs. Because of the solution's success, our customer has set its sights on a bigger goal: expanding the use of Avanade's portal across its business units in North America and ultimately worldwide. .

The Work Redesigned difference

- The new portal enables field engineers to download trend analysis reports for the wells under their supervision with just the click of a button. This has eliminated as much as 10 hours' worth of work each week and enabled them to focus on other higher-priority projects.



Work Redesigned: a strategy for seizing new opportunities.
www.avanade.com/workredesigned

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Results delivered: Connecting the dots to make more informed business decisions

Consolidating numerous disparate data sources—each with millions of data points—into a centralized portal has significantly increased productivity. The company cites numerous business benefits achieved from the solution, including:

- **A single access point to multiple data streams—and a way to visualize all of it.** Employees now can access a single Web-based portal to pull the same information previously available from a wide array of sources that each required its own sign-on. Equally important, they can graphically represent that data so that it is meaningful visually. This enables users to model information in a number of ways, which leads to more informed decision making.
- **Significant reduction in time spent finding, conditioning and verifying data.** Engineers previously spent anywhere between 30-70% of their time assembling this information. With a portal in place, many of these engineers have freed up considerable time to dedicate their efforts to higher value projects. In fact, one team was able to use the extra time to focus on finding new reserves for the company, which resulted in the discovery of a vast energy reserve.
- **A vehicle for knowledge transfer.** With many of the company's seasoned engineers nearing retirement, finding new and easier

ways for more junior engineers to access information was critical. The company wanted to ensure that younger employees had easier ways to do their jobs—and facilitate the transfer of knowledge from tenured engineers to new hires.

- **A repeatable and extendable framework.** With a foundation in place, the company immediately began to see potential for the portal's use across its globally dispersed organization and in other business units where employees face the same data-gathering challenges. Avanade's solution is being extended to support other business units in North America, with the goal of rolling out the portal worldwide in 2014.

The inside story: Improving decades-old processes for a global energy business

Avanade worked closely with our customer to understand its business challenges with its traditional data-gathering methods and identify an innovative approach to solving a very pressing problem.

Working with key stakeholders to learn how the information was used—and how it had been previously collected—the Avanade team created a Web-based portal with Microsoft Silverlight, SQL Server and other applications that linked together numerous disparate systems and databases on the back-end and present them under one virtual roof.

Because the portal was initially built with the idea of extending it to other business units to tackle similar problems, the company was not only able to resolve an immediate problem but dramatically improve the day-to-day work environment for thousands of engineers.

A look to the future

The company's rollout of the Avanade portal in one large business unit in North America was just the beginning. Because of its success, Avanade has helped the company extend the portal to other business units within North America.

By 2014, the portal will be in use by as many as 5,000 employees worldwide to tackle a wide range of data analysis functions. The company anticipates the portal's global rollout will have a significant impact on the way work gets done across-the-board, from engineers in the field to the CIO.

All along the way, Avanade will continue to work by this customer's side to add functionality into the portal to support specific groups and teams within the business.



About Avanade

Avanade provides business technology solutions and managed services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. For more information, visit www.avanade.com.

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