

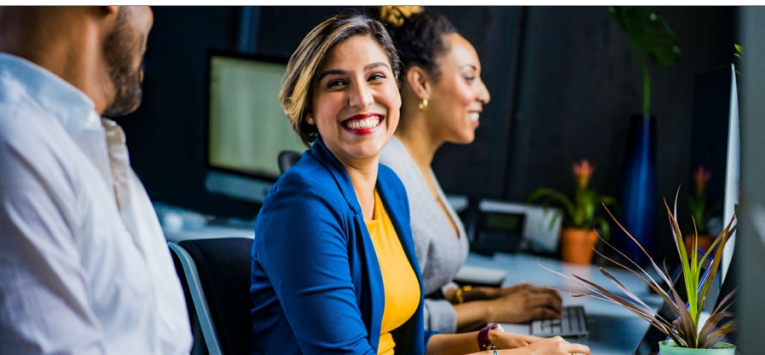
Cameron

Using SAP Extended ECM to manage complex document workflows results in reducing delivery time from 4 months to 3 weeks.



About Cameron – A Schlumberger Company

Cameron, a Schlumberger Company since 2016, is a worldwide supplier to the complex oil and gas industry. Their experienced team are committed to providing industry-leading wellhead and surface equipment as well as flow control products, systems, and services related to energy resource discovery and extraction. They offer complete drilling and production systems enabled by Schlumberger expertise in instrumentation, data processing, control software, and system integration.



Documentation on a Massive Scale

A Manufacturer's Record Book (MRB), or Quality Dossier, is a collection of documents certifying quality control and contains all quality information regarding a product; certificates of compliance, mill certifications, component test certificates and more. All these documents allow customers and inspectors to ensure all components of a product adhere to industry and governmental requirements.

Like many industries, oil and gas extraction is highly regulated. Equipment suppliers for any industry where demands for high performance creates high stress on components need to have stringent quality control over

their metallurgy and manufacturing processes. Suppliers at each step need to be able to prove every mechanical component they purchase, assemble and sell has been thoroughly tested to withstand the intense demands of the environments where they will be used. This is the purpose of a Manufacturer's Record Book (MRB): it is a collection of documents containing all quality information documentation for a product. Certificates of compliance, component tests, mill certifications and more are all consolidated into one reference for easy inspection. As one of the world's leading oil and gas suppliers, Cameron is required to assemble and provide extensive MRBs to prove the integrity of every component used throughout their complete production cycle.

This is not a simple task. Large projects consist of tens of thousands of individual components. Every component—down to single bolts within individual supplier batches—has a variety of documents and test reports that come from multiple source systems over a period of years. At the completion of the project all this information must be compiled into a detailed MRB. Often consisting of over 5,000 pages, the MRB certifies that delivered products and equipment comply with the customer's specifications and industry regulations. To make it even more challenging, in case of legal discovery they need to be able to produce all documentation for any single component and all related components. They may only have minimal information like an individual product's serial number, so all the documentation and data needs to be accurately cross-referenced.

Maintaining this massive library of information is data and document management on a massive scale. And since a complete MRB is a mandatory part of a final invoice that could total billions of dollars, they can't do business without it.

Obstacles in the System

Unfortunately, Cameron's existing system and procedures made assembling an MRB a tedious and painful process taking several months of manual effort. Challenges in the process stemmed from a variety of areas:

- **Document Formats:** The engineering and test report documents are provided in an inconsistent mix of paper and electronic formats from a variety of software applications.
- **Document Sources:** Documents and test reports are provided by multiple source systems from multiple suppliers, vendors and partners. Cameron needed the ability to connect and track documents for individual components by vendor, product type, individual vendor production batches, and even serial number
- **No Centralized Access:** Reports were not integrated into their existing core SAP solution, so could not be accessed in relation to projects or contracts.
- **Extended Document Lifecycles:** Document lifecycles could extend years from initial supply purchase to final delivery, use, and invoicing.
- **Missing Documentation:** Necessary documentation could be missing, never received, received and not cataloged, or simply misplaced in the years since the original component purchase.
- **Incomplete Documentation:** At final invoice and MRB consolidation, staff would discover they required additional documentation for individual components that they had not acquired. Both missing and incomplete documentation caused delays as staff struggled to identify and re-contact original suppliers.

The bottom line was their existing system and the disconnected processes made consolidating, assembling, and sharing of the complete MRB package extremely difficult and cumbersome. Customer acceptance, invoicing, and ultimately, final payments were being delayed, impacting the profitability of the business

Assembling a Solution

Cameron knew it was time for a change. They compared the range of challenges to the related costs and impact and concluded the best option was to completely replace their failing system. It was time to update their

business processes and migrate to a solution that was fully integrated with their core SAP platform. They sent out a complex RFP defining the many unique challenges they faced, and ultimately assembled a solution team consisting of multiple firms. Optima was chosen to lead the primary system redesign and SAP integration, coordinating with the other teams for additional aspects of the project.



Optima's ECM experts immediately started working with the Cameron team to clarify and define all the content and data sources, internal connections and outputs required for the project. For each type and source of documentation, we defined the ingestion steps, followed them through access pathways, and connected them into the final consolidation process pipeline. We also defined the multiple layers of data access control for clients, internal teams and auditing procedures. Our detail-focused methodology helped us break each workflow down, track and organize documentation connections, and reveal where any exceptions could arise.

We then rearchitected the processes in line with the most efficient technology options, eliminating bottlenecks and process gaps caused by the legacy system. The end result was a logical workflow that controlled and tracked each piece of information from beginning to end.

The first step in the new workflow was to leverage OCR capability to scan and ingest the documents from each supplier. Every document was mapped into SAP objects such as sales orders, POs, production orders, and service orders to be always available in the SAP or web interface.

Next, we developed an automated quality assurance procedure that flagged questionable or missing testing reports. This allowed Cameron's Quality Coordinators and Quality Approval Supervisors to leverage OpenText workflows to request, receive, review, and track documentation issues before they became an obstacle in the downstream pipeline.

To manage the long-term efficiency of the massive content library, we took into account the document lifecycle and properly configured archiving systems to store tests and reports. This helped keep the entire system running smoothly and reduced document storage costs. It also laid the required groundwork for an eventual migration to a more powerful data center.



Finally, we connected the complete document tracking and storage pipeline with Global Cents' PDF consolidation solution to assemble the hundreds of PDFs into a document that could be easily delivered and downloaded by clients and regulators.

Throughout the redesign, deployment, and integration process, we continually communicated with Cameron and the other developer teams to prepare everyone for testing, training, and final system adoption. These change management strategies are essential to guide a team to a successful go-live, and are built into our Optima Accelerate™ methodology. We've used this same methodical approach with our clients over the last 10 years, and its effectiveness shows in our 96% project success rate.

Specific Technology Implemented

- SAP Extended ECM by OpenText
- OpenText Capture Center OCR
- GCI PowerTools Suite

Outstanding Results

Optima guided Cameron through a complete digital transformation of their MRB process starting with initial envisioning through final implementation. We worked together to dramatically improve the efficiency of the company and elevate their business to a new level of operational excellence. Since the solution go-live, they have realized substantial benefits:

- Reduced time to produce final invoices and MRBs, sometimes with as many as 5,000 pages, from **four months to three weeks**
- Decommissioned a costly, inefficient, and disconnected legacy document archiving system
- **Enabled digital ingesting of all documentation** leveraging advanced machine learning to reduce manual paperwork and document management
- Enabled access to all assets through both SAP and web interface
- Enabled Quality Assurance team to review new documents and **resolve any issues before they impact timelines**
- **Automated quality control** processes system-wide
- Extended the utility and **increased the return on of their SAP technology investment.**

Since this initial project, we have continued to work with Cameron to extend the functionality of their SAP system and implement the next phases of their transformational roadmap.

Empowering Business Transformation

One of the keys to success in complex information management projects is to avoid replicating existing systems, and instead envision a complete solution that efficiently aligns processes, technology and staff with clear business goals.

The Cameron team took this approach and worked with Optima and the rest of the solution team to transform their business into an intelligent enterprise. They prioritized processes critical to their success in the industry, and strategically selected effective technology

solutions to minimize paper-based documentation and move to electronic document management. As a result, they substantially increased overall staff efficiency and customer satisfaction while reducing time and costs spent on frequent processes. This foundational efficiency will provide measurable ROI in the company for years to come.



For More Information

For more information on this project, please contact us. From streamlining and optimizations to full strategy redesigns and implementations, Optima can help your organization transform into an intelligent enterprise, ready to face the challenges of our continually evolving economy.

Jay Jones

EVP of Sales & Marketing
jay.jones@optimaecm.com
626.379.5402

www.OptimaECM.com

About Optima ECM Consulting

Optima is a global company centered on Enterprise Content Management strategies and business solutions for Compliance, Optimization, Revenue Enhancement and Collaboration. We can help you with:

- **Strategy & Planning**
Define and prioritize a strategic end-to-end ECM vision to link disparate data and content sources, supercharging the value of your content. Extract invaluable business insights to initiate a comprehensive digital transformation and accelerate your future success.
- **Redesigning a Better Business Solution**
Improve the way you do business by aligning and optimizing your unique content with legacy business processes, technology, and people. Increase efficiency, productivity and transparency at every point in your most mission-critical value chains.
- **Unleashing the Power of Technology**
We help you solve the technology question. Leverage our deep experience in selection, implementation and roll-out of best-in-class software from SAP & OpenText to deliver streamlined and integrated solutions. Boost the productivity of your entire organization today and accelerate your progress to tomorrow's goals.
- **Optimizing & Sustaining Your Systems**
Reduce risk, safeguard your systems and create an adaptable enterprise to accelerate your company's performance. Monitor and act upon real-time system and data insights for continual enterprise improvement. We also provide tailor-made support to ensure system uptime and on-demand operations team capacity with the expert skills you require.

We ensure our clients increase productivity, improve customer service and reduce operational costs while increasing compliance levels with superior solutions using SAP, the OpenText Content Suite and SAP ECM Solutions by OpenText.

For more information,
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Accelerate your
digital transformation

