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SUCCESS STORY

Oil Search

Industry
- Energy

Solutions
- OpenText™ Documentum™ as a Service
- OpenText™ Documentum™ D2
- OpenText™ Documentum™ for Asset Operations
- OpenText Managed Services in the Cloud

Services
- OpenText Professional Services

Results

Improved **agility** through cloud-based connectivity

Lowered **TCO** by 30 percent

Deployed months faster than on-premises solution

Improved **compliance, productivity**

Enhanced collaboration with external partners

Oil Search

Oil Search lowers cost of ownership, boosts agility with OpenText™ Documentum™ as a Service

Largest oil and gas company in Papua New Guinea energizes its compliance, collaboration in the OpenText Cloud

"The cloud deployment has enabled us to be very agile when adding components to Oil Search's solution footprint or to add extra software applications such as OpenText Documentum Asset Operations."

Daniel Smith
Enterprise information manager
Oil Search

Founded in 1929 in Papua New Guinea, Oil Search operates all of the country's producing oil fields and holds an extensive appraisal and exploration portfolio. The energy company needed an enterprise content management system that would ensure its critical engineering documentation is secure, accessible and available when required. Oil Search gained efficient content management in the cloud by partnering with OpenText. Compliance and collaboration are now flowing.

Risk management and compliance

Along with corporate standards for environmental and social responsibility, energy companies must comply with their country's unique regulations. The requirement entails management of complex documents, drawings and images as well as proof of adherence to policies and procedures.

Listed on both the Port Moresby Stock Exchange (PomSox) and the Australian Securities Exchange (ASX), Oil Search must follow guidelines for two countries. *"Compliance is critical because we have to adhere to not just the Papua New Guinean framework but also the Australian framework, and the standards are very different,"* said Daniel Smith, enterprise information manager for Oil Search.

Previously, the energy company stored corporate information in file and network shares. The unstructured system lacked associated metadata and accessibility, making it difficult for employees to find files in a timely manner. Furthermore, file shares offered limited content security and document proliferation and replication, as well as heavy reliance on email and paper-based processes for dissemination.

Without a way to enforce retention schedules for content, Oil Search faced heightened risk due to inconsistent information retention. *"Information can be a liability when unmanaged or managed in haphazard ways,"* explained Smith. *"Without proper management, recorded information and crucial data may be inaccessible and can eventually be lost. It was very clear that there was a requirement to move towards a records management solution."*

Content management for connectivity

To determine the most suitable platform, Oil Search conducted a thorough investigation. The selection team ultimately chose OpenText™ Documentum™ as a Service, a content management solution in the cloud, built and managed by OpenText. Oil Search became the first company in the Asia Pacific region to implement Documentum as a Service. In addition, the energy company entered as an early adopter of OpenText Documentum D2 to simplify and personalize content access for enterprise users. Oil Search also deployed OpenText Documentum for Asset Operations, a solution designed for the energy industry to control documentation and automate workflows for plant operation and maintenance.

Documentum solutions in the OpenText Cloud will eventually serve all 1,500 Oil Search employees, working in locations varying from city headquarters to remote forests. *"We have several remote sites that can only be accessed by helicopter or long travels into the jungle,"* Smith noted. Therefore, connectivity via the cloud is vital, along with flexibility for long-term support. He added, *"The cloud deployment has enabled us to be very agile when adding components to Oil Search's solution footprint or to add extra software applications such as Asset Operations."*

> *"The Documentum product in the cloud would offer all the requirements but would be significantly cheaper while also providing enhanced disaster recovery."*
>
> **Daniel Smith**
> Enterprise information manager
> Oil Search

Cloud vs. on-premises

Oil Search IT experts compared cloud and on-premises infrastructures. Following feasibility and return on investment (ROI) studies, the team reached a clear consensus: *"The Documentum product in the cloud would offer all the requirements but would be significantly cheaper while also providing enhanced disaster recovery,"* Smith recalled. For Oil Search, gaining the power of an enterprise cloud platform along with the technical and business expertise of OpenText Managed Services in the Cloud secured several benefits:

Lowered total cost of ownership

According to an ROI investigation specific to Oil Search, Documentum as a Service offers more than 30 percent operational cost-savings over on-premises deployment. *"To provide that capability in-house obviously comes at a cost,"* Smith remarked. Instead, Oil Search avoided the significant expense of creating and supporting the environment.

While the energy company estimated 1.5 full-time equivalent employees to support Documentum in-house, Documentum as a Service manages full capabilities with no additional headcount. Furthermore, patches and upgrades are completed at no additional cost for the life of the service. *"We have regular face-to-face meetings with the Documentum as a Service team,"* Smith said. *"They forecast and go through a structured process to make sure there's robust testing in place and no technical issues around the rollout of patching and software updates."*

Increased speed and agility

The full Documentum cloud environment was deployed in weeks, rather than the months it would have taken with an on-premises implementation, according to Smith. Documentum as a Service also enables Oil Search to respond quickly to changing business requirements and to refine operations. For instance, the energy company is working closely with OpenText Managed Services to triage Oil Search help-desk requests and provide better support to end users. *"Any sort of technical difficulties or enhancements that we want, we look to the managed services team to provide those capabilities,"* Smith said.

Improved scalability

Oil Search appreciates that Documentum as a Service can quickly scale for future growth. *"Documentum was chosen initially because we knew that the platform was modular and that we could enhance the capability down the track,"* Smith said. *"We're looking to implement the records management module within Documentum shortly, which will give us a more robust retention and disposal process around our information. Also, we want to gain control of that information lifecycle."*

Enhanced collaboration

Cloud-based content management strengthens alliances between Oil Search and its external partners, as several engineering contractors connect to the Documentum environment. *"They're initiating the workflow for engineering documentation,"* Smith noted. *"We can actually grab the content, and they can go through a Documentum workflow, which is simpler than having to integrate across multiple systems."*

"People can make better decisions or concentrate on value-adding activities instead of trying to locate the information that they need."

Daniel Smith
Enterprise information manager
Oil Search
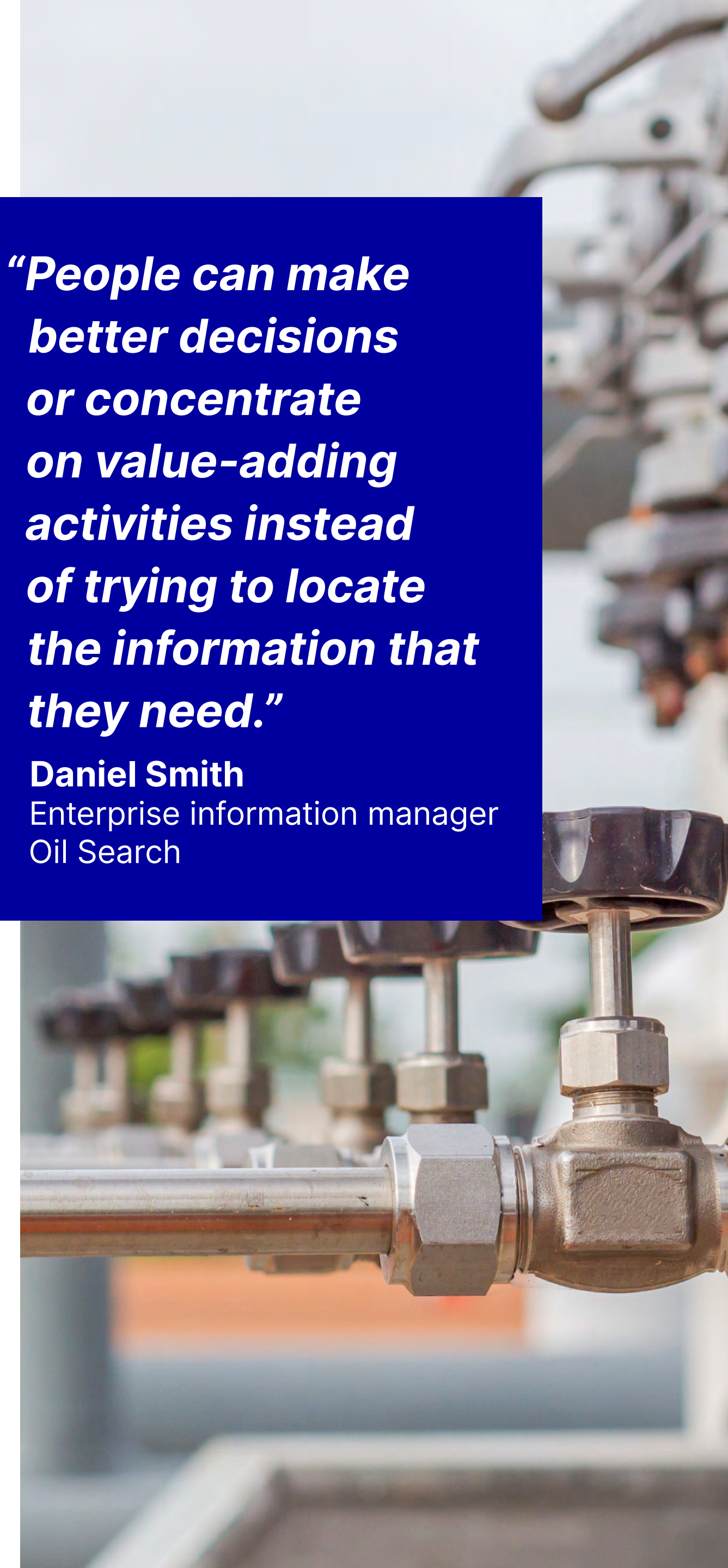
Information: The vital asset

"When maintained and controlled, information is an asset of the organization and should be considered that way," Smith remarked. Oil Search engineers across many locations now easily search and view safety-critical documents, multilevel drawings and other project files. Integrated with the energy company's ERP and collaboration applications, including Microsoft® SharePoint®, Documentum as a Service is the single source of truth and workflow for internal and external professionals.

Documentum is also the central repository for corporate policies and procedures, as well as medical and other employee records. For all files, version control and secure access eliminate document proliferation and security concerns; authorized personnel access files they need, when they need them.

Increased compliance, reduced risk

"Systematic management of information will ensure that the information remains complete, trustworthy, accessible and available when required. Documentum is a secure environment where we can classify content and manage it effectively," said Smith, noting the most significant benefits are in compliance and risk management. Documentum adheres to ISO standards and reliable storage to meet metadata, disposition and other standards that are critical to the regulated frameworks in which Oil Search operates.

Enhanced productivity for business, people

Timely and reliable access to information enhances employee productivity, leading to cost-savings and strategic focus. *"People can make better decisions or concentrate on value-adding activities instead of trying to locate the information that they need,"* Smith noted. By partnering with OpenText Managed Services to power Oil Search's Documentum environment, he and fellow IT team members avoid administrative tasks to focus on high-level strategy.

Along with improving the company's bottom-line, productivity can also bolster efforts within the Oil Search Foundation, a not-for-profit development partner working to ensure every adult and child in Papua New Guinea has access to effective health and education services. *"Oil Search doesn't just explore for gas and oil. Oil Search Foundation was created as an opportunity to give back to the people of Papua New Guinea,"* concluded Smith.

OpenText solutions fine-tuned for energy engineers will continue to support Oil Search in its business objectives and social efforts for the people of Papua New Guinea.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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