



Success story

Dana Gas

Industry

- Oil and Gas

Solutions

- OpenText™ Content Suite Platform
- OpenText™ Tempo™ Box
- OpenText™ Enterprise Connect
- OpenText™ Engineering Document Management

Partner Support

- ONE ECM

Results



Single source of the truth with full revision history and audit trail



User access to content from anywhere with automatic synchronization



Dana Gas builds information management strategy with OpenText

OpenText Content Suite Platform enables enterprise-wide productivity for employees

“OpenText Tempo Box has many benefits. Users can access any piece of content available to them and easily share that with other colleagues, all with a full audit trail, even when they are offline, by using the OpenText synchronization capabilities.”

Richard Helwani

Head of IT
Dana Gas



Dana Gas is the Middle East's first and largest regional private sector natural gas company. It was established in December 2005 with a public listing on the Abu Dhabi Securities Exchange (ADX). Dana Gas has exploration and production assets in Egypt, Kurdistan Region of Iraq (KRI), and the United Arab Emirates (UAE). In 2015, it had an average production output of 63,900 Barrels of Oil Equivalent per Day (boepd). With sizable assets in Egypt, KRI and the UAE, and further plans for expansion, Dana Gas aims to play an important role in the rapidly growing natural gas sector of the Middle East, North Africa and South Asia region (MENASA).

Dana Gas generates a plethora of diverse electronic information that must be captured, stored and made available for later retrieval. Content includes emails, documents, files relating to various projects including Microsoft® Project, engineering drawings and content from various specialist applications, such as petro-chemical analysis. In the past, this information was spread across employees' local hard drives, shared network drives and even USB memory devices with no centralized access or control.

This led to difficulties in locating specific content, and when found, confidence that it was the latest version was low, with as many as 20 or even 30 different versions in multiple locations. Users were also asking for a solution that would allow them to capture and access content from anywhere, not just from fixed, desktop locations, as many travel regularly and mobile access to the information was imperative. The business also faced challenges in complying with quality standards, such as ISO and best practices in the oil and gas industry.

Dana Gas management decided to improve enterprise information management in support of its business strategy. So the search for a better way of working, with a single, enterprise-wide solution at its heart began.

Selecting an enterprise solution from an independent vendor

Dana Gas looked at a number of potential solutions, but selected OpenText™ Content Suite Platform to meet its core requirements for content capture, storage and retrieval.

Richard Helwani, Head of IT at Dana Gas, explained further, ***"We wanted a solution from an organization that was independent and not influenced, either now or in the future, by its other interests, such as storage or other hardware. OpenText is the only solution provider that meets these criteria and is solely focused on the complete lifecycle of content."***

Dana Gas had a clear vision of how it wanted the solution to operate. The company wanted to avoid changing the way that users work, leaving them to continue with the familiar interface of their applications such as Microsoft® Office®.

"To avoid disruption, we wanted to be able to store content in the same way as we'd always done, directly from our applications using the familiar Microsoft® Windows® desktop and Microsoft® Windows® Explorer," said Richard Helwani. ***"Using OpenText™ Enterprise Connect, users simply store and retrieve as they've always done, but in reality, all content is stored, managed, and tracked in one place."***

To achieve its objectives, Dana Gas engaged OpenText partner ONE ECM.

"Working with ONE ECM, we benefit not only from its extensive and focused knowledge of OpenText solutions, but also its local presence and understanding of local working practices," said Richard Helwani.

"Users save a lot of time not having to look in multiple locations, nor do they have to ask questions of their colleagues. The whole process is much more efficient."

Richard Helwani
Head of IT
Dana Gas

Reliable, audited access from anywhere, for those who need it

With about 80 percent of Dana Gas personnel operating away from headquarters, it was imperative that access be possible from any location. Using OpenText™ Tempo™ Box, users can reliably access any piece of content, with comprehensive search capabilities, and know they are looking at one source of the truth.

“Tempo Box has many benefits. Users can access any piece of content available to them and easily share that with other colleagues, all with a full audit trail, even when they are offline by using the OpenText synchronization capabilities,” said Richard Helwani.

Users are happy about not having to make significant changes to the way they work. Also, they no longer have to worry about document versions. With the new comprehensive search capabilities, users are able to more effectively locate and access the content they need, when they need it.

“OpenText seamlessly takes care of version numbering for us. With everyone in the company using the solution, but all accessing a single system, they can easily just open the latest or look back through the history of versions. If needed, they can revert to an earlier version and everyone then has access straight away. Users save a lot of time not having to look in multiple locations, nor do they have to ask questions of their colleagues. The whole process is much more efficient,” said Richard Helwani.

Future expansion, engineering document management, and process productivity

Following adoption across the entire company, plans are underway to extend the use of Content Suite. OpenText™ Engineering Document Management is being deployed and integration of content in processes will speed up capital project delivery and operations/maintenance activity, while ensuring compliance.

“We operate numerous complex plants in multiple countries. We’re now implementing Engineering Document Management to enable our staff to quickly and easily access all information, including drawings, for our plants. This will save them time while on site, negating the need for them to take hard copies with them. They can also make updates while on the move, and colleagues back in the office will have access straight away,” said Richard Helwani.

The company also plans to use OpenText business process management (BPM) to help streamline, automate and make numerous processes more efficient.

“We’re starting with a number of processes, such as budget requests and tenders in the finance area, but expect to quickly expand our usage throughout the organization. Processes will be used to drive content throughout the business, alerting users about approvals, tracking progress, providing audit trails and more,” said Richard Helwani.

About ONE ECM

ONE ECM is the “Experts in Information Management.” ONE ECM is an international organization providing on-premises or in the cloud solutions, skills, and expertise to manage the complete information lifecycle. It is a dedicated business serving only the Enterprise Information Management market, building on years of experience in the industry, implementation best practices, and support.

oneecm.com

ONE ECM
Experts in Information Management



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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