

Improve Efficiency of Energy Operations

Enable remote access for field workers



 **Improve efficiency** by enabling mobile access to critical documents from the field

 **Control document revision** to ensure engineers have the latest information in hand

 **Maintain compliance** with documented adherence to current regulations

 **Reduce costs and risk** by limiting travel and exposure for field workers

Companies in critical industries such as Utilities, Oil & Gas and Chemicals need to maintain business continuity and ensure their vital services are delivered without disruption. This means their engineers in the field must have access to the latest technical and regulatory information to construct and maintain infrastructure in a way that is safe and compliant.

Utilities, Oil & Gas and Chemical companies maintain libraries of engineering and operational documents that include regulations, standards, procedures, bulletins and more. These documents, which are regularly updated (sometimes several times a day) are used by engineering, operations and maintenance departments. The most current versions must be available to staff and external contractors to enable safe and effective work in the field.

By granting remote access via OpenText™ Core Share™ to libraries of critical content stored in either OpenText Content Suite™, OpenText Extended ECM or OpenText™ Documentum™, companies can improve their operations and boost resiliency by increasing the efficiency of field engineers. Each product integrates with Core Share either separately or in combination, to enable access to the latest version of technical and regulatory information from the field. This saves time and money by allowing engineers to eliminate trips to the office to print out documentation.

Improve efficiency

Companies that already manage technical libraries in Content Suite or Documentum can easily self-provision mobile access to these documents via Core Share. The content management system maintains the revision, assembly and publication of documentation.

Control document revision

Automatic updates to field engineers' mobile devices ensure the latest versions of critical documents are always available, and notifications alert workers to revisions. Offline capabilities provide access to these documents in remote locations and updates happen automatically when the device reconnects to a network.

Use Case

A major U.S. utilities company began using remote access to critical content to share technical manuals managed in an OpenText repository with field workers, contractors and regulators. Changes to the field manuals happen as often as every four hours, and the solution ensures that revisions are published out to mobile devices so that users are accessing the most recent documentation. Core Share notifies mobile users when revisions have been published.

The company realized field workers were relying on these CoreShare notifications more than email for timely updates and began using the solution for emergency communications. **"This is now the most important communication tool we have in the business,"** said the Utility CIO. With the COVID-19 pandemic, the company has accelerated deployment of the solution to support the increased need for mobile access to content.

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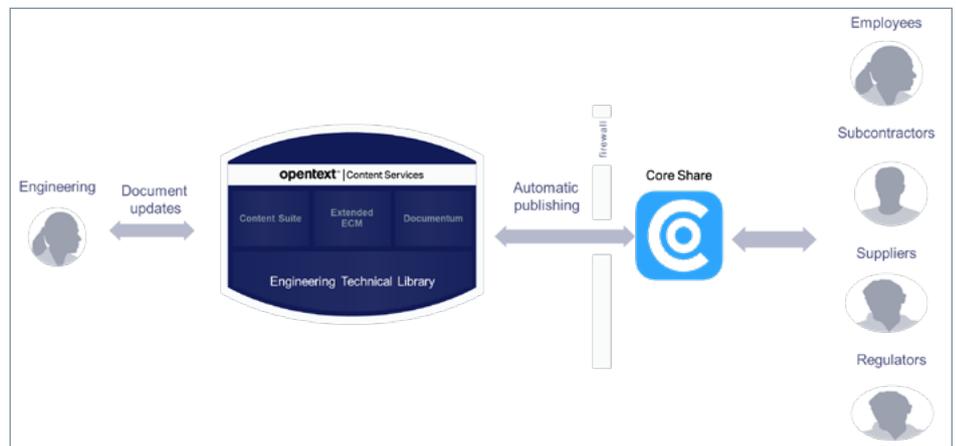
Maintain compliance

By having access to the most current documents in a company's technical library, field engineers can ensure their work is compliant with the most recent versions of industry and safety regulations and corporate specifications.

Reduce costs and risk

By avoiding trips to the office or other central locations, field workers can save time and money while limiting travel during times of emergency or crisis.

Hundreds of Oil & Gas, Utility and Chemical companies across the globe rely on OpenText technology for enterprise content management, remote content collaboration, asset operations and maintenance, big data analytics and artificial intelligence. OpenText provides a fully integrated suite of industry solutions designed to manage the complete engineering content lifecycle, from capital project creation through handover and commissioning, to asset operations and maintenance management integration.



Solution components

OpenText™ Core Share Make remote content collaboration secure and simple.

Plus one of these OpenText platforms:

OpenText™ Content Suite Manage the flow of information from capture through archiving and disposition.

OpenText™ Documentum™ Manage and extract value from content of all kinds across the enterprise.

OpenText™ Extended ECM Integrate enterprise content services with lead applications.

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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