

Health, safety, environment, and quality reimaged for energy and resources

How OpenText helps industrial companies along their “journey to zero” to enhance compliance, reduce incidents, and manage risk through AI and information management



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Business backdrop

The energy and resources sector is under immense pressure to increase the supply of energy and essential commodities to the world while minimizing health, safety, environmental, and quality (HSEQ) risks. This sector has improved safety over the past quarter century, yet despite advances in smart facilities and intelligent assets, the “journey to zero” incidents in these areas is far from over. In fact, two of the most recent additions to the “100 Largest Losses” report involved adjusted property damage loss in excess of \$1.1 billion USD.¹

Utilities, oil and gas, chemicals, and metals and mining companies manage significantly more plant, property, and equipment per employee than a decade ago. Yet, up to 80 percent of employee time is still spent trying to piece together the right information for their job.² This inefficiency not only slows operations but increases the risk of health, safety, environmental, and quality related incidents. As the industry evolves, so must its approach to AI and information management.

Our records, documents, and files must be maintained in accordance with stringent data protection, retention, and management guidelines set by our regulators. To protect the company from regulatory and reputational risks, it's crucial for us to meet these requirements at all times. OpenText Content Management gives us a great sense of confidence when it comes to knowing what records we have, where they are stored, for how long they will be kept, and who can access them.

Lisa Aragon, Ethics & Compliance Director, ITC

¹ Marsh, *100 largest losses in the hydrocarbon industry report*, 2024

² OpenText Customer stories, *Western Midstream*



Unstructured data and limited information visibility increases HSEQ risk

Companies across the energy and resources sector are collecting more data than ever—but 90 percent of it is unstructured. Without AI and effective information management, this data remains dark: unsearchable, untrusted, and underused. Limited visibility into asset documentation, operational records, SOPs, safety instructions, predictive insights, and more is a common root cause of HSEQ incidents.

OpenText vision

All HSEQ incidents are preventable. OpenText envisions a future where industrial companies reduce risk and make progress along their journey to zero by transforming how they manage and act on information. With cloud, security, and AI anything that moves can be autonomous including information across and outside your enterprise. Our AI and information management platform uniquely brings trusted information over large data sets and autonomous cloud that uses software to improve safety and minimize human errors, with AI and cybersecurity embedded everywhere at scale, with enterprise strength. OpenText information management solutions help organizations move from reactive safety practices to proactive, data-driven operations.

With OpenText, energy and resources companies can:

- **Enrich and organize process safety and other HSEQ documentation** using AI-powered text mining, making safety critical information accessible and trustworthy.
- **Detect hazards** through video and image analytics that identify risks like unauthorized site access, vegetation overgrowth, and asset integrity.
- **Predict equipment failure** using advanced analytics and machine learning to avoid catastrophic accidents and keep workers out of harm's way.
- **Use intelligent assistants** to streamline frontline workflows—including retrieving SOPs, summarizing failure records, and translating safety instructions—so that workers keep their entire mindshare around executing their jobs safely and in compliance

As a manufacturing facility, we have a lot of regulations to follow. By having automated, interactive dashboards, we can track and manage compliance. We utilize the reporting capability in OpenText Intelligence to ensure that regulators have access to the information they want to see, including the critically important date and timestamps of all safety related incidents.

Mike Nippo, IT Solutions Manager, North Star BlueScope Steel

We have to manage the lifecycle of tens of thousands of controlled documents, including for safety-critical manufacturing processes and maintenance procedures. Having documentation centrally managed by OpenText gives us one single, reliable source of the truth as well as review and approval workflows through the entire lifecycle.

Rachael Sandel
 Head of Integrated Planning and Architecture, Orica

OpenText solution	Benefits
Content Cloud	Integrate content and systems to streamline HSEQ processes, deliver knowledge faster with generative AI, and boost safety and productivity.
Analytics Cloud	Drive safer operations with intelligent insights, AI-scaled efficiency, and secure data to predict, prevent, and respond to risk in real time.
Business Network Cloud	Integrate people, processes, and things to automate internal and external HSEQ processes, and collaborate securely across business partners to reduce operational risk.
Observability and Service Management Cloud	Automate Tier 1 HSEQ Support Response. Reveal safety issues early and resolve risk faster with generative AI.
Experience Cloud	Get emergency notifications, real-time alerts for safety incidents, B2B integration, supplier risk visibility, and document exchange.
DevOps Cloud	Accelerate software delivery to safety teams with AI-driven automation, integrated testing, and quality at scale.
Cybersecurity Cloud	Protect operations and people—detect threats early, secure critical systems, and respond to cyber risks fast to safeguard safety and compliance.
Thrust	Build custom applications for your safety teams using proven OpenText information management technology

Business outcome

By implementing OpenText's AI-driven information management solutions, energy and resources organizations can expect measurable improvements in safety, operational resilience, and decision-making:

- **Reduced HSE incidents** by ensuring frontline teams have instant access to accurate, up-to-date safety procedures, and documentation.
- **Faster response and resolution times** with AI-powered search, automated Tier 1 support, and real-time access to incident histories and SOPs.
- **Lower operational risk** through predictive maintenance and advanced analytics
- **Enhanced productivity** by freeing employees from manual data searches and enabling smarter and safer decisions.

These outcomes help organizations meet regulatory requirements, protect their workforce, and operate more safely and sustainably. OpenText's information management platform ensures that AI is not just a tool—but a strategic asset for safer industrial operations.



Next steps

We invite you to explore how OpenText can support your journey to zero HSEQ incidents. Recommended next steps include:

- **Introductory meeting** with your HSEQ, operations, and IT leadership teams.
- **Joint roadmap exchange** to align on safety goals and identify key opportunities for AI and information management.
- **Business Value Consulting workshop** to assess current processes and quantify the impact of smarter, safer information management technologies and best practices.

Why OpenText?

OpenText is the global leader in information management, serving thousands of energy, utility, chemical, metals and mining, and EPC companies worldwide. Our secure, scalable information management platform is designed to manage the world's most complex data environments—empowering organizations to safely deliver energy and essential commodities to the world.

Contact us



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