Oil and gas solutions provider introduces new levels of quality management with global knowledge platform

"We genuinely feel our quality management system is now market defining. It's a cracking solution."

Martin Ogden, Chief Information Officer, Expro

Expro provides services and products that measure, improve, control and process flow from high-value oil and gas wells. It supports exploration and appraisal through to mature field production optimisation.

Maintaining quality during significant growth

Expro has experienced considerable growth, challenging its ability to maintain the same high quality service delivery.

Their library of approximately 40,000 process documents had become excessively complicated to manage. It comprised varying formats and needed to support multiple languages and geographies.

Furthermore, silo'd knowledge systems and over-reliance on manual processes meant the quality process was being handled differently amongst global teams.

A world-wide quality management platform

Expro deployed a Microsoft SharePoint based quality management platform globally, to its 5,000 strong workforce. Process documents can now be collaboratively managed, supported by visual tools, automated activities and better controls.

Microsoft partner Technology Services Group (TSG) were instrumental in the success of the deployment, Martin Ogden, Chief Information Officer, Expro, says, "We'd worked with TSG before, so felt confident they were the right partner for us, they'd already proven themselves. We'd had success with previous proof of concepts and they demonstrated specific experience and know-how with Microsoft SharePoint."

Reflecting on the chosen solution, Ogden adds, "We reviewed six different offerings from the market, but Microsoft SharePoint was the only one that ticked all the boxes."

Expro offers tailor-made solutions for customers across the energy sector. It provides a range of mission critical services with a specific focus on offshore, deepwater and other technically challenging environments.

Results:

- Advanced quality management
- Better equipped staff
- Improved staff on-boarding
- Faster and easier quality audits

Industry:
Energy

Country:
UK

Number of Users:
5,000

Technology Environment:
- Microsoft SharePoint

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Advanced quality management

Expro now enjoys a more structured approach, with greater visibility and better understanding of processes. Staff are managing quality more effectively, Ogden, explains, "Microsoft SharePoint has been extended to include 'process maps' which provide a graphical view of the necessary steps, enabling staff to keep a process document updated, as well as giving visibility of documents supporting the process. Document owners have a 'to do' list of content to review or change and are prompted via email when they need to do so, making sure updates are scheduled. It's early stages but we can see it will reduce human error and deliver a consistently high quality of approach."

Better equipped employees

Colleagues are guaranteed access to the latest document version even when temporarily offline. Information is also 'personalised' for a given scenario, Ogden states, "The system knows where an individual is physically located, so for example will provide Health and Safety procedure documents that are relevant to their current location. We are highly regulated for Health and Safety so this kind of support is crucial."

Ogden adds, "Employees may not have online access when on a customer site. Microsoft SharePoint enables us to provide offline document packs based on a shopping list of required 'manuals' needed to do a specific job, in a specific location. The packs expire after 30 days and documents are synchronised when updated, including any related content also. We're saving time and cost on staff coming back from jobs to get more information and demonstrating a consistently high quality approach to field work."

Faster and easier quality audits

When being audited the central information team can now provide consistent process information, and evidence of staff following those processes, for any given location across the world, Ogden explains, "We get asked very specific questions about what we do and how we do it. With Microsoft SharePoint we can confidently talk through our processes and comprehensively respond to audit questions. We can demonstrate how all 5,000 staff work to the same quality processes."

Ogden summarises, "We knew we had very detailed and specific requirements at the outset of the project which Microsoft SharePoint and the team at TSG has been able to deliver. We genuinely feel our quality management system is now market defining. It's a cracking solution."

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