CASE STUDY

See how this industry-leading oil and gas client made its operations fully digital and reduced mistakes through the implementation of Octave Tempo Operating Procedures

Key facts:

Employees: 1,300

Sites: 45

Industry: Oil and gas

Country: North America

Octave products used: Tempo Operating Procedures *(AcceleratorKMS)*

Identifying goals

Since 2019, Tempo Operating Procedures has been working with a client on several projects related to the digitization of procedures and training content in operations. With the most recent project, four sites had the goal of developing a plan to turn their procedures into full-digital, executable documents.

Work started in February 2022 with a pilot which had seen a small amount of procedures digitized so managers and field workers could give feedback on their impressions of the solution. The overall impact of Tempo Operating Procedures in operations was so good, exceptions were made for an immediate full roll-out.

During planning, the client outlined that operation access was a primary issue. It had a need for field workers to be able to find accurate information via a mobile device with haste. It was stated that the organization sought something more intuitive, compared to a simple PDF or Word document within a SharePoint folder. While there was a homegrown solution in place for a select amount of permit to work activities, it was not to the organization's

standard and was no longer maintained regularly. The organization wanted to achieve easier governance, fewer operational mistakes, reduced time spent on formatting and upkeep, targeted learning opportunities for field and console operators, as well as improved communication and awareness of procedural changes.

This client realized that its goals would be best achieved using Tempo Operating Procedures, a component content management system containing connected worker and procedure lifecycle management capabilities.

Key benefits:

- Standardization of BCC operating procedures
- Field time saved in not having to review documents paragraph by paragraph
- Reduced need for formatting upkeep
- Less errors attributed to incorrect execution of procedures
- Less reliance on contractors for formatting
- Provide targeted training opportunity to field personnel
- Enhance communication awareness for procedures changes

Overcoming challenges

The subject matter experts working alongside the Tempo Operating Procedures were eager to have the solution implemented and to see the value it would bring to operations. Field workers were also excited by the prospect of feedback governance and a quicker turnaround time for procedure reviews. Once they found out how easy it was to make a comment and have feedback immediately acted on, they were sold.

Realization through implementation

During implementation, the team at Octave realized that many pieces of site-specific content were not traditionally formatted for worker execution, instead being administrative in nature. More specifically, each site had both hurricane plans, and a driver's handbook.

Subject matter experts worked with our digitation and writing teams to figure out a plan that would ensure these documents were digitized optimally. In the end, each set of plans and handbook for each site was digitized and made fully executable by field workers.

When surveying user satisfaction, users rated 4.6/5 or above for the following categories:

- **Ease of updates to procedures using business workflows**
- **Ease of navigation in the tool**
- **Ease of comparing versions of procedures**
- **Look and feel of the application**
- **Training effectiveness**

"I felt the application made looking up procedures simple and quick through the search tool. Very user friendly."

"Easy for supervisors to assign tasks and track completions by the controllers in their consoles."

"Writing procedures will be easier and time saving with the features available (ex. adding blocks, branching, etc.). Tool is easy to use, and automation of tasks saves time and simplifies the edit and review process."

*These are select quotes from past customers

Analyzing results

During the project, experts from the Octave content team were able to build and deploy a set of automated project reporting dashboards to give our team project intelligence to manage the work, but also gave the customer exactly what they needed to see to manage their side of the project.

These dashboards gave valuable insight to both sides, ensuring the project could be completed in only 4 months.

In the end, Tempo Operating Procedures helped the client achieve a fully-digital ecosystem for their procedures and operational content, enhancing safety and accountability in operations. Tempo Operating Procedures will also work with the client moving forward for phase two of implementation.

Highlights

0 to 3,200 procedures/documents digitized in 4 months

Field ops satisfaction = 100%

Adoption rate = 100%

Time savings when reviewing documents = 100%

Tool was determined to be intuitive and easy to use

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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