CASE STUDY

Oil and Gas leader boosts visibility and agility by digitalizing procedural content for front-line workers

Key facts:

Industry: Oil and Gas

Country: United States

Octave products used:
Tempo Operating Procedures
(AcceleratorKMS)

With a rich history of more than 150 years as a prominent figure in the crude oil and natural gas liquids value chain, this versatile energy manufacturing and logistics enterprise operates across diverse sectors including refining and distribution.

The challenges

As the year drew to a close, the organization encountered a significant challenge: the imperative to both publish and digitalize their procedures in alignment with the highest human factors best practices. This involved incorporating digital signatures into each procedure and enhancing its readability and standardization to conform to human factors (HF) best practice standards. With more than 3,000 standard operating procedures required to support the needs of 2,000-plus employees spanning six operating regions across the United States, the company aimed to accomplish this objective solely through the resources available within its project team. Consequently, it had to make essential modifications to its project plans to ensure the timely delivery and quality of published content.

The solution

Considering these challenges, this oil and gas leader opted to implement Octave Tempo Operating Procedures, a choice influenced by a combination of critical



factors, notably its robust feature set, which streamlined digitalization and provided mechanisms for improving adherence to HF best practices. Upon integration into the system, these procedures were made mobile-ready, allowing for step-by-step field execution. One of the standout aspects of this decision was the pivotal role played by Octave consultants, who actively supported the project team in becoming acquainted with Tempo Operating Procedures, ensuring a smooth transition and optimal utilization of the solution. Additionally, the project team's foresight played a significant role in this selection, as they anticipated both quantitative and qualitative productivity enhancements over time, attributed to the solution's comprehensive features, encompassing improved workflow processes, enhanced dashboard functionalities, notifications and usability refinements.

Key benefits:

- Increased visibility into workflow maintenance processes
- Elevated agility with mobile-ready application for front-line workers
- Advanced search capability for expediting information retrieval
- Enhanced collaboration between experts has revolutionized completions and procedure review processes
- Fostered strong adoption with user friendly interface and ease of use, adaptability



Engagement and introduction

The implementation of the Tempo Operating Procedures solution involved a strategic and multifaceted approach. At the forefront was the crucial role played by Octave consultants. Their expertise was instrumental in introducing Tempo Operating Procedures to the project team. This early engagement was vital in facilitating a clear understanding of the solution's capabilities and functionalities, thus setting the stage for successful integration.

Stakeholder readiness and deployment

The project team executed a comprehensive engagement strategy to prepare stakeholders for the transition, including tailor-made "first-look sessions" to heighten supervisor awareness and support. This deployment strategy was organized into planned waves, spanning six operating regions across the United States. This phased approach ensured a gradual and well-managed rollout, promoting effective user adoption and minimizing disruptions.

Training, feedback and support

As part of the implementation process, thorough training sessions were conducted, combining on-site and virtual formats. These sessions empowered employees with the knowledge and skills to navigate and use the solution effectively.

To continually refine the system and enhance user experiences, pulse surveys were administered during the initial stages of the project waves, capturing valuable insights for ongoing improvements.

Collaboration was fostered through streamlined procedure completions and reviews, creating a supportive user environment.

Post-deployment support was extended through dedicated "office hours," addressing queries and ensuring a smooth transition.

Expertise, leadership and a unique model

Subject matter experts were able to possess deeper insights into both business operations and project dynamics thanks to the integration of the solution. With them involved, it helped ensure a comprehensive understanding of user needs, facilitating seamless integration. Leadership was pivotal, with the customer's project sponsor actively engaging regional leadership for deployment timing. This high-level involvement underscored alignment with broader organizational objectives. The project's unique approach, marked by the comprehensive engagement strategy and subject matter expert involvement, elevated the implementation beyond conventional methods, establishing a tailored and supportive framework that extended beyond what is typically outlined in user manuals.

The outcome

Implementing Tempo Operating Procedures has ushered in many transformative benefits such as:

- The visibility into workflow maintenance processes and real-time notifications and alerts has streamlined operations, enhancing efficiency and proactive decision-making
- The heightened user confidence in executing procedures, thanks to the assurance of up-to-date information and accurate practices
- The infusion of business rules within completion processes has led to a new level of consistency and adherence to industry standards
- The system's user-friendly interface facilitates seamless content modification requests, cultivating agility and adaptability in response to evolving needs
- The extensive product search capability expedites information retrieval, further boosting operational efficiency
- The solution's collaborative features have revolutionized completions and procedure review processes, fostering a culture of collective expertise
- The inclusion of Octave's comprehensive post-deployment support model has ensured a smooth transition and ongoing assistance, solidifying the solution's value proposition

By mitigating adoption barriers and promoting user-friendliness, the solution and its implementation have become a driving force behind end-user engagement and acceptance, thus, elevating the company's position as a champion for innovation and change within the company. This approach has uniquely positioned the project, transcending conventional methods and extending its impact beyond the confines of a standard user manual.

As the solution's benefits continue to materialize, the stage is set for stakeholders to leverage modernized capabilities, propelling the organization toward creating additional business value.



About Tempo Operating Procedures

Tempo Operating Procedures is tied to a component content management system (CCMS) so organizations can make every aspect of its operations more efficient.

Procedure lifecycle management (PLCM) helps companies manage procedure authoring, review activities and field use/feedback activities in a single connected platform.

Learner experience platform (LXP) helps organizations onboard and upskill workers faster while in the flow of work and on a mobile device. Self-serve learning opens up even more options.

Quality management system (QMS) helps manage the quality of work, content and workers. It also helps you see vital statistics and generate reports.

Connected worker platform (CWP) ties all other solutions together to share information and allow for users to give feedback from the field and collaboratively execute work.

To learn more, visit octave.com

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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