CASE STUDY

Leading oil and gas organization, United Kingdom



Key facts:

Company:
Industry-leading oil & gas organization

Headquarters:
United Kingdom

Octave product used:
Tempo Operating Procedures
(AcceleratorKMS)

Operations and learning digitization

Harness the power of digital transformation in your organization using Tempo Operating Procedures.

An industry-leading oil and gas client sought to digitally transform operations and implement a knowledge management system to make operations safer, more efficient and truly digital.

Octave worked with this client to implement Tempo Operating Procedures across three sites worldwide.

Key pain points the client sought to overcome included:

- Enabling learning content to become more accessible (mobile), more searchable (connected) and automating processes currently managed on paper
- Increasing efficiency and facilitating decision-making in the flow of work
- Providing a better user experience across learning and content management

Making learning content accessible (mobile) and easily searchable (connected)

The Connected Worker Platform (CWP) and Component Content Management System (CCMS) in Tempo Operating Procedures make content easily searchable on mobile devices because of metadata and indexing.

Automating processes previously managed on paper

Procedures and processes are now trackable in real time. Reports on worker progress can be created in seconds.

"As far as a connected vision, I believe the employee will be much more engaged in their training, giving the company a more knowledgeable employee. It removes much of the frustrations that come with outdated/ irrelevant information, lack of detail, and effort to find information."

Quote from client survey results

Facilitating decision-making in the flow of work

Field workers will never need to rely on guesswork when in the field. Branching decision statements in digital procedures and training content now assists workers when something unexpected happens.

Solution

Provide better user experience in learning

Operational procedures and learning content are easy-to-use and give field workers additional context during tasks in the flow of work through related content and added multimedia.

Better content management

Ownership of procedures and training content is now shifted to field workers and feedback is given from a worker's mobile device while in the flow of work. This feedback alerts management to immediately make changes to the content to ensure safe operation for the next worker using it.

Minimize SME time and writing costs

Content is now standardized and can be reused with AI-Assisted Authoring. To reduce Subject Matter Expert (SME) time and make authoring effortless, management can reuse existing standardized statements in new procedures and training content.

Value created

25%
Reduction in time to search for training materials

25%
Reduction in time to track task completions and communicate results

4.1/5
User satisfaction score across all facilities

30%
Elimination of redundant content in training materials

50%
Decrease in time to complete assessments

85%
of users agreed that time to maintain content is reduced

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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