CASE STUDY

Adopting Octave Tempo Operating Procedures for procedure management

Key facts:

Industry: Oil and Gas

Country: United States

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

A major energy company faced a critical need to upgrade its content management system, transitioning from a legacy SharePoint platform to a more efficient, integrated solution.

Through a pilot program, it was introduced to Tempo Operating Procedures, a system that offered the capabilities necessary to meet its specific operational and procedural needs. After successfully testing the system, the company decided to fully adopt Tempo Operating Procedures to streamline its procedure management across multiple sites.

Challenges

The company's primary pain points included the need for a solution that could support its unique review and approval processes and desire to replace its outdated SharePoint system. It required a platform that would allow them to manage a high volume of procedures across multiple sites while ensuring accuracy, ease of use and minimal disruption to their existing workflows.

Objectives

- Transition from SharePoint to a more modern content management system.
- Implement its customized review and approval processes within the new platform, which required a robust system capable of handling multiple layers of checks and balances to ensure compliance and accuracy.
- Ensure minimal disruption to daily operations while rolling out the system across 15 sites.
- Achieve a seamless integration that would maintain user familiarity and workflow continuity.

Solution

The company chose Tempo Operating Procedures for its ability to integrate seamlessly with its legacy systems while also offering the flexibility to customize key features necessary for specific operational needs. The ability to integrate SharePoint during the transition process using a PDF backup function was a major selling point that addressed the company's concerns over workflow disruption.

Tempo Operating Procedures was selected after a thorough review of three competitor systems. It stood out for its ability to manage complex content operations while supporting customized methodologies.

The system's flexibility allowed for the development of tailored features that could accommodate the company's multi-step review and approval process, ensuring that each procedure underwent rigorous evaluation before final approval. Additionally, the development team demonstrated flexibility in creating these custom features and providing a seamless transition from SharePoint gave the company confidence that the system would meet its unique operational needs.

Key benefits:

- Rapid deployment: Uploaded 5,000 procedures in six months, ensuring accuracy.
- Seamless integration: Maintained workflows by integrating with SharePoint.
- High adoption: 95% of sites actively use Tempo Operating Procedures, boosting efficiency.

Implementation

- Developing custom features to support the company's specific review and approval processes, including tools for assigning tasks, tracking progress and ensuring accountability at each stage.
- Training staff across 15 sites on using Tempo Operating Procedures to manage their procedures.
- Ensuring a smooth transition from SharePoint by integrating PDF backup function, allowing users to continue accessing content through familiar workflows.

The transition to the new system presented several challenges, from ensuring that custom features operated smoothly to helping staff across multiple sites adapt effectively. The success of the implementation was largely due to the customer success team's key role as the primary point of contact throughout the process.

The team maintained consistent coordination, skillfully managing frequent updates from the customer and bridging communication gaps. They worked closely with the Tempo Operating Procedures development team to align technical adjustments with the company's push for digital transformation in the field. By keeping all teams aligned and proactively driving progress, the customer success team was essential to the successful transition and implementation of Tempo Operating Procedures.

Results and benefits

Since implementing Tempo Operating Procedures, the company has managed over 22,000 procedures across its 15 sites. A standout success was the rapid uploading and implementation of nearly 5,000 procedures at a large facility within just six months, showcasing the system's efficiency and accuracy. Tempo Operating Procedures has been used daily across all sites with 2,500 procedure completions every 30 days. The seamless integration with SharePoint through the PDF backup function was an unexpected benefit, allowing the company to maintain familiar workflows during the transition. Overall, 95% of sites are now using Tempo Operating Procedures effectively, significantly improving content management processes.

Conclusion

Tempo Operating Procedures has significantly enhanced the company's content management capabilities by providing a tailored solution that aligns seamlessly with its core processes and operational objectives. The smooth migration from SharePoint and the platform's adaptability to the company's evolving requirements have fostered a strong, ongoing partnership. The company expanded Tempo Operating Procedures to manage an additional 9,500 content units, reflecting its confidence in the system to support continued growth. Motivated by these achievements, another division of the company is now considering Tempo Operating Procedures implementation, seeing its potential to optimize its content management processes as well.

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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