

Fortune 500
Oil and Gas
Exploration
and Production
Company



Customer

This Fortune 500 energy customer is primarily engaged in the wholesale distribution of petroleum and petroleum products. Their services range from packaged and bottled petroleum products distributions, truck jobbers, and the marketing of petroleum and its products at wholesale. They aim to be the premier exploration and production company, contributing to global progress by helping meet the world's energy needs. Their strategy is to take a differentiated approach to the exploration and production of cost-advantaged hydrocarbons through innovation, technology, optimization, continuous improvement and relentless focus on costs to deliver top-tier, long-term returns.

Challenge

Reduced employee productivity due to the inability to find critical information was the big issue facing them. Their employees were spending an exorbitant amount of time searching across the organization for information they needed to do their jobs. They had to search multiple systems to find critical business information, each with its own search interface and functionality. Through informal discussions, they estimated that more than 20% of an employee's time was lost searching for information or creating new items that already existed.

The other issue they faced was the creation of new documents based on collections of existing documents. To do this, the employees downloaded documents to their personal computers, opened each, searched to find the right page(s), and then copied and pasted them to assemble new documents. Another challenge was that their distributed infrastructure was exacerbating the problem. Instead of one place to go, users had four different places to go based on the region they were in!

Solution

The vision that was agreed upon was to provide their knowledge workers with a single interface to access all necessary information

independent of where it resides, all while honoring source system security. This meant aggregating content from their four regional search indices and indexing other external systems like FileNet and SQL server.

The solution was a combination of the following capabilities:

1. SmartHub to provide the integrated search interface, aggregating the four regional search systems into a single user interface.
2. Connectors to FileNet and SQL server to include additional key information and structured metadata within the index.
3. Autoclassification to create and align metadata across the various systems and indexed data to ensure quality relevancy and results.
4. Smart Previews to allow search outside of and within documents, a workspace to collect documents, and aggregation of document parts to enable users to assemble the specific section of content needed to solve issues.

Outcome

Employees have embraced the systems and now fully depend on this solution, leading to an increase in the usage of enterprise search by 75%. A recent survey from users showed that they save hours per week through the speed and accuracy of identifying and reviewing documents through search and preview. The company continues to roll out additional feature capabilities, usability improvements, and targeted departmental search solutions.