



Case study

Schlumberger

Since mid-2000, SLB Business System Team implemented new best-in-class modern platforms which more easily and cost effectively integrate. They are common across all of SLB businesses and provide the functionality and intelligence necessary in today's business environment. BPI team was chartered to (i) review the underlying business processes and document best practice processes, (ii) propose KPI scorecard, and (iii) recommend ways to improve/optimize processes.

Profile

Schlumberger Limited (NYSE:SLB) is the leading oilfield services company supplying technology, project management and information solutions that optimize performance for customers working in the international oil and gas industry. Founded in 1927, today the company employs over 52,000 people of more than 140 nationalities working in 100 countries.

The company comprises two business segments. Schlumberger Oilfield Services supplies a wide range of products and services from formation evaluation through directional drilling, well cementing and stimulation, well completions and productivity to consulting, software, information management and IT infrastructure services that support core industry operational processes. WesternGeco, is the world's largest seismic company and provides advanced acquisition and data processing services.

Further info

www.slb.com

Challenge

Now, more than ever, SLB organizations are looking into business processes to unlock hidden savings, enhance performance and improve customer experiences. Some of the key challenges for the BPI Team reside in firstly capturing the "as-is" situation, analyzing the gaps and establishing a "to-be" for two key business processes - namely Sales and Procurement cycles, and secondly documenting our processes in such a way that is intuitive, user-friendly and easy to communicate and/or publish across the organization, as well as perform impact analysis caused by potential changes to the process.

Solution

BPI Team evaluated the need for a tool that provides a comprehensive and multi-dimensional way to model processes, which can quickly map, analyze, and simulate 'end-to-end' business processes, thus helping to find and eliminate inefficiencies and adapt operations to deliver new business goals.

Eventually, SLB purchased Licenses from Casewise including:

- Corporate Exchange
- Corporate Modeler Enterprise and Standard
- ITA Accelerator

At the present time only members of the BPI Team are using the tool under the scope of a major project (6/9 months) which aims at establishing and documenting best practice processes for presentation to SLB Management.

Results

Schlumberger are at an early stage in the process modelling initiatives being undertaken, yet our early gains in process mapping, communication and publishing have benefited from improved efficiency, more intuitive modeling and faster documentation - we are now considering a broader use of the toolset within the group.