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Streamline Service Requests for Improved Asset Uptime and Compliance

Gain end-to-end visibility, management and accountability

Break down silos to help easily manage service process, data and content

Increase service request visibility and accountability to reduce downtime

Utilize resources better to expedite service request completion and reduce costs

Improve inter-group communications to facilitate authorizations and reduce errors

As one of the most asset-intensive industries in the world, Energy companies (Utilities, Oil and Gas, Chemical and Mining) are focused on improving operational discipline, reducing risk and increasing asset availability and reliability. This is becoming more of a challenge as assets age, dependencies on contract labor grow and more work goes remote. In specific sectors such as upstream, midstream, transmission and distribution, assets are spread across wide regions, requiring teams to be responsible for covering critical elements of engineering, integrity, operations and maintenance. With key personnel spread thin, companies increasingly rely on third-party contractors for maintenance support, adding to operating risk as these individuals lack historical asset knowledge. More than ever, accurate content must be available to support critical aspects of change management in a streamlined work process.

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Use Case

A large Utility company needed to unify and modernize its disparate service request systems, many of which were paper based. By integrating with an enterprise content management (ECM) system and digitally managing requests, personnel can now better manage assets to improve productivity and uptime.

The effective management and execution of technical service requests is key to improving asset uptime. Maintenance and operations personnel require up-to-date service request documentation, yet data and content are typically stored across siloed and fragmented systems. As a result, individuals lack a comprehensive view of their work — hindering productivity and increasing the risk of Health, Safety and Environmental (HSE) incidents. Siloed systems also impact effective tracking, leading to orphaned processes and limiting visibility into what needs to be done and when.

Technical Service Management for Energy from OpenText™ manages the entire lifecycle of a work order, delivering needed insight and accountability to improve asset performance management and uptime. By unifying these requests into a single, flexible solution, maintenance and operational information is connected and provided in context, helping personnel work smarter and improve their output. Organizations gain a single view into planned, ongoing and completed service activities, driving intelligent maintenance operations and improved agility to meet shifting business conditions that can change rapidly.

Break down silos

Technical Service Management helps Energy companies eliminate fragmented information management, access and distribution, facilitating streamlined work processes across the organization. With a foundation of trusted process and work information, users can instantly search and access up-to-date documentation, and ensure changes to asset data repositories are synched across engineering systems, enterprise content management systems, enterprise asset management systems and geographic information systems. The solution ensures a seamless presentation of information relevant to specific service requests, such as preventative and general maintenance, asset commissioning and testing and inspection.

Increase project visibility and accountability

With end-to-end orchestration, companies can see all tasks required to complete a service request, including who is responsible, when items are due and the content required. With access to relevant folders, employees can manage documentation, forms, images and videos from a single location. They can also drive accountability by creating clear deadlines and automatic escalation paths and can plan corrective actions when target dates or other KPIs are not met. Workflows are adapted easily and ad-hoc tasks invoked quickly to address unexpected needs, approvals or inspections.

Better utilize resources

Centralized initiation of service requests helps an organization deploy the right resources for the job by assigning teams and individuals to activities based on their skills and availability. Ongoing monitoring of service requests in real time uncovers bottlenecks across locations, assets, people and projects to better drive productivity. A complete history of the service request tracks all activities with contextual information about what changed and what timelines were missed to gain insight for process improvement. Additional productivity gains are realized by expediting budget and resource approvals based on project type, asset, required skill sets and operational risk.

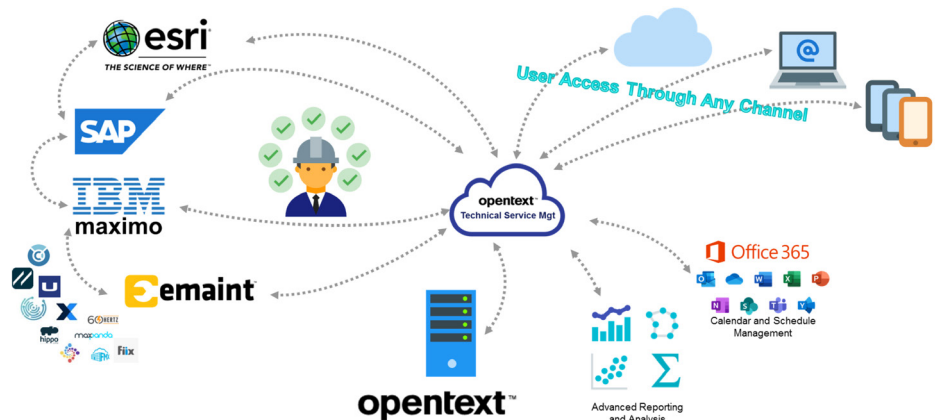# opentext™

Improve inter-group communications

Because requests need to be passed from one group to another and are often sent by untracked emails, errors and unmanageable bottlenecks can develop. The solution provides visibility into the progress of each request, guides people to provide the proper, compliant documentation and alerts managers to overruns of response or processing times. This not only reduces errors and streamline processes, but also enables better compliance to internal and external standards on a verifiable basis. The outcome is better communications between departments.

About Technical Service Management from OpenText™

To help Energy companies manage and track service requests, documents, calendars, procedures and other content from a central location, Technical Service Management from OpenText™ integrates with **OpenText™ Content Suite** or with **OpenText™ Documentum**.

OpenText Technical Service Management

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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