

Freeport LNG Simplifies Information Governance

Shinydrive ensures user adoption and Content Server ease-of-use



Freeport LNG operates a world-class liquefied natural gas (LNG) receiving and regasification terminal in Freeport, Texas.

The process of converting natural gas to a liquid produces a clear, colorless and odorless liquid that is both non-corrosive and non-toxic. LNG has less volume for easier, safer storage and shipping overseas. Once received, the LNG goes into storage tanks, is re-gasified, and delivered to markets. The complexity of the LNG process and the oil and gas market exposes Freeport LNG to a host of quality control, regulatory and compliance obligations.

In the early stages of its growth, Freeport LNG foresaw a need to properly manage and govern the business-critical information it would amass, as the company grew bigger and faced increasingly rigorous compliance requirements. User adoption and ease of use were primary drivers for the company's information management strategy.

Project information, engineering drawings, construction documentation, and compliance information – all of it would need to be properly governed from the beginning. That's why Freeport LNG decided, with only a staff of fifty, to implement OpenText Content Suite.

Content Suite features such as permissions, metadata, and workflow helps Freeport LNG maintain reliable, trustworthy and searchable digital records.

During the early stages of implementation, Freeport LNG identified the best path to user adoption was simplified access to Content Server data through two desktop Windows drives, one personal drive (P:) and one enterprise drive (L:). This approach was intended to make it easier for information workers to use Content Suite without having to learn and navigate the ECM interface.

Freeport LNG further needed to enhance their ECM strategy in three significant ways:

1. Make Content Server interoperable with every desktop application
2. Provide a safe environment for editing content
3. Ensure information workers follow the Freeport LNG taxonomy structure for compliance

Industry:

Oil & Gas

Customer:

Freeport LNG

Challenges:

- Complex regulatory landscape requires searchable access to data
- Need for Content Server to operate with programs like AutoCad, Photoshop, etc...
- Users required a "safe" editing environment to prevent unfinished documents from being published to Content Server

Solutions:

- OpenText™ Content Suite
- OpenText™ Shinydrive for Content Server

Benefits:

- Adoption and ease of use
- Metadata and attribute prompts support information management taxonomy
- Searchable data for audits, legal and compliance requirements
- Content Server is 100% integrated with desktop applications eliminating the creation of information silos
- Familiar shared-drive experience helps ensure procedures and policy documents are not prematurely published

Make every desktop application work with Content Server

The challenge with many ECM systems is that not every file type can be saved into the system. This often creates a situation where knowledge managers are unable to feel 100% confident in their ability to meet compliance requirements using only their ECM solution. For this reason, Freeport LNG's Business Applications Manager, John Doan, turned to Shinydrive for Content Server to modernize the company's Content Suite deployment by making it more interoperable with applications other than the standard Office suite.

"Prior to Shinydrive, we were utilizing a module that gave us Content Suite functions from within Microsoft Office. Unfortunately, that same experience was not available with the other applications we use every day," said Doan. "We needed a way to use Content Suite with all the applications our information workers use, such as AutoCAD and Photoshop."

Shinydrive has a unique approach. Because it is imbedded in the operating system, it makes every single desktop application automatically interoperable with Content Server. No plugins — it is just seamless. Shinydrives removes the need for anyone, apart from the administrator, to ever have to learn Content Suite or go directly into the ECM.

Protect 'Works-In-Progress'

At the top of Freeport LNG's list of content management requirements was the concept of providing a safe document editing environment for modifying procedures and policy documents. Users needed to be able to work on content and be assured that they would have absolute control over when their edits were published back into Content Server.

Freeport LNG looked at Enterprise Connect originally to solve its desktop application integration requirement, however, Enterprise Connect couldn't address its publishing requirement. "With Enterprise Connect, as soon as you close the application you're working in, your changes are automatically pushed back into Content Server. This created a challenge for us for working on policy and procedure documents. We couldn't afford to publish half-baked documents," said Doan.

"Shinydrive worked for us because everyone is already very familiar with the way shared drives work. They know that if you save a document on a shared drive, it's immediate. So if you really need to, you can work on a document offline and then save it back when you're done. The fact that Shinydrive works as a shared drive gives us a way to leverage an ECM for governance reasons, but in a way that our users are familiar and comfortable with," said Doan.



"Interoperability with programs other than Microsoft Office was the key difference between Enterprise Connect and Shinydrive. That's why we opted to make Shinydrive the primary desktop integration method for us at Freeport LNG."

John Doan
Freeport LNG

Compliance-driven taxonomy

Like many organizations, Freeport LNG recognized that having a familiar, standardized taxonomy across the organization would be a key component of a successful compliance strategy. A structured taxonomy is essential for being able to search and retrieve critical documents when needed. While compliance is an important business driver for creating taxonomy, so is employee productivity and ensuring competitiveness. The quicker and more easily employees can find the information they need, the more productive they will be.

According to Doan, Freeport LNG underwent an intense project to renew its taxonomy:

“Although we had already created a way to access Content Server content through shared drives, we didn’t recommend anyone use it because it didn’t provide us with a way to gather metadata and attribute data. Fortunately, Shinydrive solved that problem for us.”

When saving a document, Shinydrive prompts Freeport LNG information workers to assign metadata and attribute data. For Freeport LNG to be compliant, Shinydocs implemented a table key lookup feature which provides a dropdown menu selection of metadata conforming to Freeport LNG’s new taxonomy. Users simply select the appropriate taxonomy from a dropdown menu and every piece of information saved to Content Server using Shinydrive is fully compliant with information management policies.

“Shinydrive has been a very effective fix on our end and ensures our employees follow the Freeport LNG taxonomy structure for compliance,” said Doan.



Future

Freeport LNG plans to continue with its plans for a digital enterprise by ensuring further interoperability between solutions. The next step is to ensure Outlook email integration with Content Server. Freeport LNG intends to make Shinydrive the only method of desktop integration across the organization.

“Shinydrive has been a much more sophisticated continuation of the L: and P: interface we devised in the infancy of our Content Server deployment. If Shinydrive didn’t exist today we’d be at a crossroads right now. The fact that Shinydrive exists and allows us to work with Content Server in a compliant manner, ticks all the boxes in terms of user adoption and compliance,” said Doan.



“Being able to present Content Server as a shared drive is a very, very valuable feature.”

John Doan
Freeport LNG