



SHINYDOCS HIGH PERFORMANCE ENTERPRISE LIBRARY

Working with one of the world's largest Upstream oil producers, operating in oil sands development, offshore oil and gas production, and petroleum refining.

The Challenge

Company mandated to reduce costs by 10% annually by optimizing cost structure. Critical control documents need to be accessible for proper procedure. Added complexity with the threat of an upcoming SAP upgrade that required 2 weeks of ECM downtime.

- Manage downtime (wrench time) with the goal to optimize all production sites
- Every offline user needs to access the right document at the right time
- SAP upgrade that requires a production site going down for two weeks
- Ensure that each user at a remote site is able to access pertinent documents regardless of WAN or ECM connectivity
- Ballooning costs of ECM software for upgrades and maintenance

The Solution

Shinydocs High Performance Enterprise Library eliminated costs associated with downtime and upgrades. In a disaster, employees can search for business-critical information in the ECM, even in an offline state.

- Shinydocs HPEL eliminates the complexity and costs of site level upgrades by scraping and caching a centralized ECM at site level
- By syncing information at a site, the company maintained operations through the entire SAP upgrade
- In the event of planned or unplanned outages, users are still able to search and find critical content

"People are finding documents they didn't know they had"

Downtime Summary

| Income projections based on average oil extraction | | | | |
|--|-----------------|------------------------|-------------------------|-------------------|
| | Barrels per day | Cost per barrel (2018) | Total production income | Utilization Rates |
| Upstream Production | 736,000 | \$51 | \$37,536,000 | 94% |

| Production Downtime Report | | | |
|----------------------------|----------------------|-----------------------|--------------------|
| | Number of hours down | Barrels lost per hour | Total revenue lost |
| Upstream Production | 2 | 61,333 | \$3,128,000 |