opentext™

Success story

Neptune Energy Germany

Industry
• Oil & gas

Solutions
• OpenText Content Suite

Services
• OpenText Professional Services

Results

Seamless, real-time synchronization between OpenText Content Suite and IBM Maximo

Simplified, single view user access to critical documentation, regardless of which system the information is stored in

Strengthened management of maintenance issues with real-time status updates

Automated document management processes reduce retrieval times and improve process efficiency

NEPTUNE
ENERGY

Neptune Energy Germany embarks on digital transformation of maintenance management

Oil and gas business simplifies access to data and streamlines maintenance operations with integration to OpenText™ Content Suite

"As a business, the advantage is the speed and simplicity with which we can access a document. Integrating OpenText Content Suite with IBM Maximo allows user access from anywhere. Documents are stored centrally, and the quality of the metadata makes documents easier to find."

Klaus Graf-Thiel
Head of Maintenance Strategy
Neptune Energy Germany

Neptune Energy is an international oil- and gas-focused exploration and production business. Its Germany division supplies seven percent of Germany's natural gas and 15 percent of its produced oil. Maintenance, compliance, safety and operational efficiency are key drivers for the business. From drilling engineers and geologists to safety experts and economists, it has a team of approximately 530 employees.

"We have to be highly process-driven," said Klaus Graf-Thiel, head of maintenance strategy, Neptune Energy Germany. *"Where possible, processes must be harmonized. There needs to be a clear structure to our document management."*

Visibility of critical maintenance issues

Neptune Energy Germany uses OpenText Content Suite to manage all maintenance-related documents, with an interface to IBM Maximo Computerized Maintenance Management System. This provides an up-to-date and complete single point of truth set of documentation. The interface enables users to access business critical documents in a single view, regardless of which system the information was stored in.
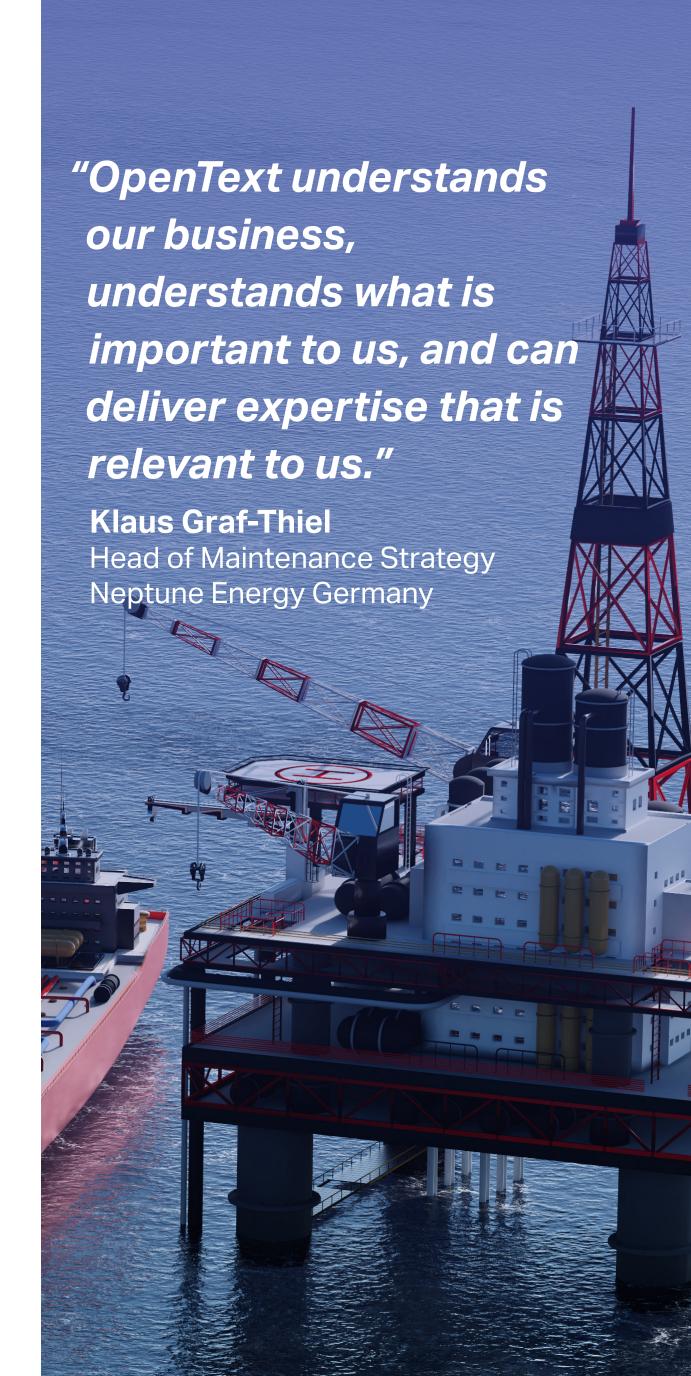
In addition, selected information is synchronized from Maximo to Content Suite to enrich documents with Maximo business data. Data is synchronized from Content Suite to Maximo to enable document overviews directly within Maximo Web UI.

The Neptune Energy Germany implementation of the interface between Maximo and Content Suite started with a pilot of 20 users and has expanded to include approximately 150 users from production,

maintenance, and engineering teams. The first phase of the project focused on the integration of technical object types like location and asset. During this phase, Neptune Energy Germany developed a clear strategy to manage technical documentation, supported by a 1:1 relation between objects in Maximo and structures in Content Suite. In the second phase the team integrated transactional objects, including maintenance service requests and work orders. They also automated processes, improving work order preparation and processing and compliance, usability, and security.

"As a business, the advantage is the speed and simplicity with which we can access a document," said Graf-Thiel. *"The interface between OpenText Content Suite and IBM Maximo allows user access from anywhere. Documents are stored centrally, and the quality of the metadata makes documents easier to find."*

Digital workflows drive document management efficiency

The synchronization and security between Content Suite and Maximo has increased productivity and process improvements. Enhanced document management for critical maintenance reporting improved how maintenance issues are addressed and increased operational uptime. Two-way functionality means users can update maintenance statuses in real-time. Detailed work programs, safety documentation, and step-by-step manufacturer instructions can be accessed by all from single view, regardless of which system the information was stored in.

"OpenText understands our business, understands what is important to us, and can deliver expertise that is relevant to us."

Klaus Graf-Thiel
Head of Maintenance Strategy
Neptune Energy Germany

"We used to have an awful lot of paper documentation," explained Graf-Thiel. *"This interface is a huge step in the right direction. If I need to find documentation for a specific pump, I can find it directly and digitally. Previously, I would have had to get in my car, drive there, find the cupboard, then find the exact folder."*

The Content Suite—Maximo interface project is part of a wider initiative to digitize maintenance management at Neptune Energy Germany.

"OpenText understands our business, understands what is important to us, and can deliver expertise that is relevant to us," concluded Graf-Thiel. *"They are not just IT specialists, or programmers, but true partners."*

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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