

Syntex Customer Success Story

M-I SWACO made marked improvement in enterprise and operation risk management and performance by consolidating the registration of risk across its North American enterprise using Syntex IMPACT Enterprise®.



FACTS AT A GLANCE

Company
M-I SWACO
USA
www.miswaco.com

Industry
Oil Field Services

Key Challenges

- Consolidate risk registration
- Real-time reporting

Implementation Partner
Schlumberger

Solutions/Services
IMPACT Enterprise®
Syntex Implementation Services

Previous Environment

- Manual Spreadsheets

Implementation Highlights

- On time and on budget implementation
- High degree of user acceptance
- Standardized Business Process Flows

Key Benefits

- Consolidated myriad of technology systems
- Real-time reporting
- Quickly and easily extract statistics
- Increased accountability, and ensured actions are closed by target dates
- Enhanced risk prioritization and communication at all levels of the enterprise

Hardware

- Dual Process XEON Web Server
- Dual processor XEON Database Server

Operating System and Database Versions

- Windows 2000
- Oracle 9i

M-I SWACO

SYNTEX'S IMPACT ENTERPRISE® HELPS M-I SWACO TO LEAD GLOBAL OILFIELD SERVICES INDUSTRY IN QHSE PERFORMANCE

M-I SWACO made marked improvement in enterprise and operation risk management and performance by consolidating the registration of risk across its North American enterprise using Syntex IMPACT Enterprise®. The company has now joined major operators such as Shell, ExxonMobil, ConocoPhillips, Unocal and several refining and chemical companies in adopting the unique IMPACT Enterprise operational risk management and loss prevention software package.

North America Implementation

M-I SWACO, the Houston-based oilfield services company, is a leading supplier of drilling, reservoir drill-in, completion and production fluids products and services, and solids control and waste management service.

M-I SWACO partnered with Schlumberger and Syntex and launched IMPACT in North America during August 2005 and will implement globally by January 2006. A core team under Corporate Safety Manager of M-I SWACO, Durwin Speidel, planned the configuration, training, and implementation process worked side-by-side with Schlumberger and Syntex services teams.

M-I SWACO's commitment in this global initiative is a major milestone in achieving their QHSE vision of being recognized in our industry as the global leader in QHSE performance.

IMPACT Improves Business Processes

Once IMPACT was rolled out, key staff members were trained in its use. M-I SWACO QHSE efforts benefited appreciably:

- QHSE and ISO managers no longer rely on scores of spreadsheets and local databases to record QHSE and some service quality statistics. With IMPACT Enterprise, users simply enter data into a Web-based interface on their laptops. Data is stored in a powerful, centralized, relational database.
- Business development managers are able to quickly and easily extract QHSE and some service-quality statistics required for bids and customer business reviews by product line, customer, and any geographic level, including district, country, region, hemisphere or corporate.
- Authorized employees at any level have the capability to easily convert QHSE statistics into a wide variety of graphs and charts that can be inserted into presentations for management meetings, customer presentations, and industry associations, among others.
- From their laptops, managers at any level are able to check the progress on resolving action items from the investigation of accidents and service-quality failures at any location in the company. This will help the organization to increase accountability, and ensure that actions are closed by the target dates.
- A special workflow process configured inside IMPACT generates email notifications to managers whenever they are required to:
 - Name an investigation team,

- Review the basic causes of an incident,
 - Publish the related action items, target dates, etc.
- Hyperlinks in these emails take the managers directly to the exact location in IMPACT where their involvement is required to keep the investigation moving and close it out.
 - For “High Value Learning Events (HVLE),” such as failures and near misses with catastrophic potential, IMPACT triggers alerts that are immediately sent worldwide to every employee in the company who needs to know.
 - ISO managers are able to confirm that action items from ISA and other QHSE audits are finished on time. This is a key requirement for improving QHSE performance and decreasing the frequency and cost of audits.
 - All these features are accessible 24-hours a day, seven days a week to all employees and managers who are authorized to access the M-I SWACO Intranet.

IMPACT is Integral to QHSE Management

The IMPACT software has become an integral part of the company's QHSE Management Systems and ISO certifications, giving the organization more standardized QHSE processes around the globe. IMPACT will be a key tool in their efforts to develop a corporate culture where product quality, service quality, and QHSE are just as important as other business drivers such as revenue, EBIT, and market share.

But most importantly, IMPACT will raise the awareness of all M-I SWACO employees to managing the risks we face every day in the workplace, and driving to and from work. This in turn will lead to fewer accidents and injuries for our employees, making M-I SWACO an even better company to work for.

For More Information on Products and Services:

Syntex Management Systems, Inc.

Phone: (832) 476-5581

FAX: (832) 476-5555

info@syntexsolutions.com