

opentext™

Success story

Neptune Energy

Industry

- Oil and Gas

Solutions

- OpenText™ Content Suite Platform
- OpenText™ Application Governance & Archiving for Microsoft® SharePoint®

Partner Support

- Contesto

Results



Solution provides a **single, definitive source of the truth**



Important records are protected from inappropriate deletions or amendments



Regulatory reporting now much less time consuming



Electronic signatures eliminates the need for wet signatures



Neptune Energy protects business-critical information

OpenText solution provides compliant, efficient Enterprise Information archive

"We chose to build on our group corporate standard, OpenText Content Suite Platform, by adding OpenText Application Governance & Archiving for Microsoft SharePoint. We can now provide our users a single user interface with SharePoint, with critical content being managed by a robust, scalable and proven solution."

Tor Ove Holsen

Corporate Information Manager
Information and Technology—Information Management
Neptune Energy



Neptune Energy entered the Norwegian oil and gas exploration market in 2001. Since then, it has steadily expanded its asset portfolio on the Norwegian continental shelf with operations in fields in Gjøa, Snøhvit, Njord, Fram and Gudrun. Based in Stavanger in Norway, the firm directly employs around 390 staff.

Ensuring staff have quick, easy and reliable access to documentation is key to successful operation at Neptune Energy. The firm's vision is to provide a secure intranet to serve as a single source of truth for its employees. Although its existing document management solution had served the company well, it was not suitable for the next phase of its information management journey. Neptune Energy's vision is to provide users the content they require, wherever they may be, regardless of where that content is ultimately stored, through a single search encompassing multiple information sources.

Having decided to implement Microsoft® SharePoint® to provide its intranet front-end, Neptune Energy also needed a robust information governance framework. This would provide the information governance it needs, ensuring only approved users can delete important content, thus protecting its most important information and records.

OpenText™ Content Suite Platform provides information governance for SharePoint

Neptune Energy, as a group, had already selected OpenText™ Content Suite Platform at its headquarters in Paris for the capture, storage and management of content. Neptune Energy in Norway decided to leverage that investment, thereby complying with corporate standards, but providing a basis from which to extend to meet local needs. Content Suite Platform provides Neptune Energy with the core information management capabilities it requires. To manage content via SharePoint,

OpenText™ Application Governance & Archiving for Microsoft® SharePoint® (AGA) was selected, building further on the Content Suite Platform. Tor Ove Holsen, Corporate Information Manager, Information and Technology—Information Management at Neptune Energy, explained the choice in more detail: ***“Our vision is to provide our users with a single place to go for the content they need in order to carry out their roles as efficiently and effectively as possible.*”**

“While SharePoint provides the front-end we wanted, it wasn't the right place to keep our most important documentation—our corporate records, in effect. We chose to build on our group corporate standard, Content Suite Platform, by adding Application Governance & Archiving for SharePoint. We can now provide our users a single user interface with SharePoint, with critical content being managed by a robust, scalable and proven solution: Content Suite Platform.”

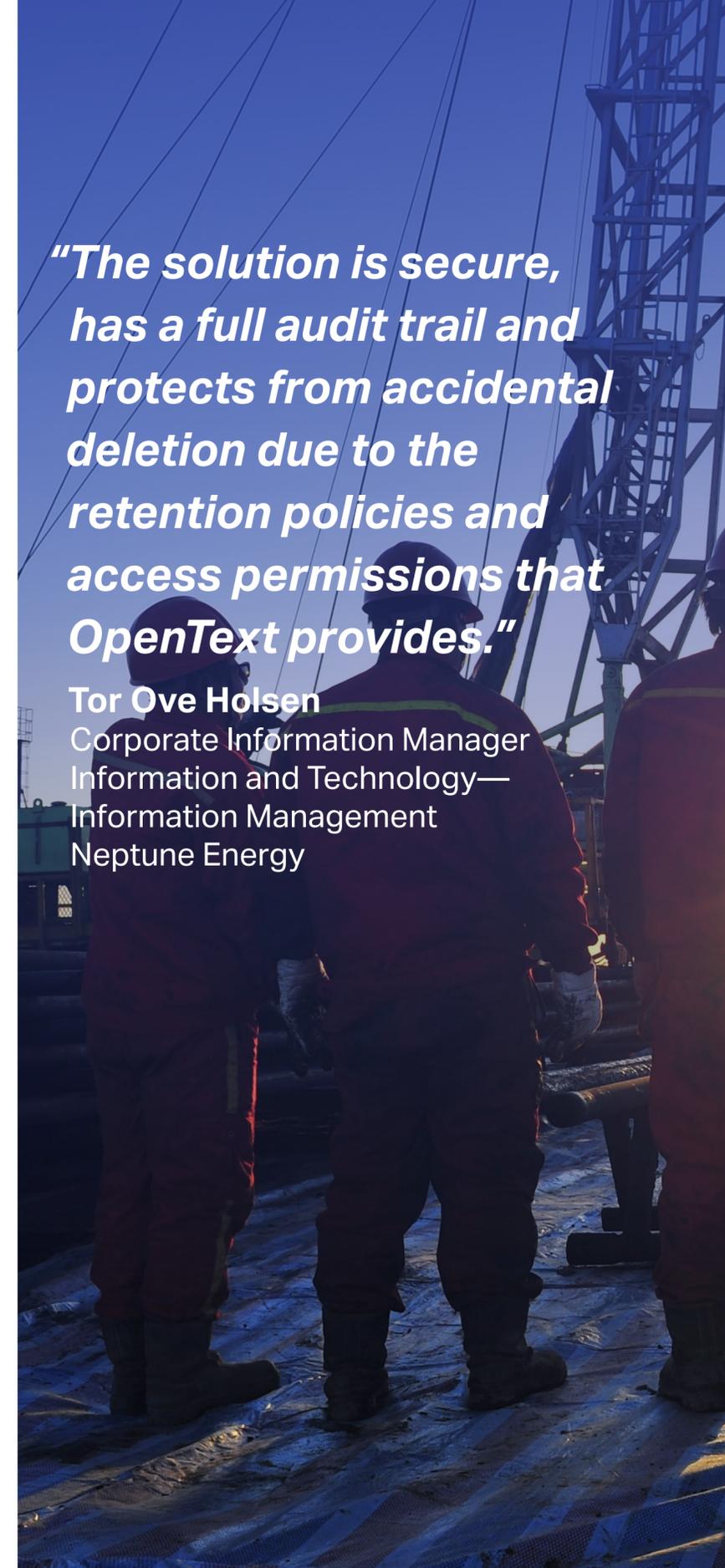
As part of its overall project design, Neptune Energy elected to use a federated search tool to give users a single search interface. This is then used to aggregate search results from multiple sources, including content that is stored by OpenText. Users can then easily filter and select the results most relevant to their needs.

OpenText meets business needs with almost no customization

In order to ensure the best possible outcome for the whole project, including intranet, search and the OpenText solutions, Neptune Energy engaged with long-standing, local OpenText partner Contesto for the design and implementation of the OpenText solution and search elements of the project.

“The solution is secure, has a full audit trail and protects from accidental deletion due to the retention policies and access permissions that OpenText provides.”

Tor Ove Holsen
Corporate Information Manager
Information and Technology—
Information Management
Neptune Energy





“We had worked with Contesto for many years and have complete trust in their ability to provide the local knowledge and support we sought. Working with them, backed by OpenText, the project is meeting our demanding expectations,” said Holsen.

Interviews were conducted across 18 departments, ensuring the solution would be aligned with the true needs of the entire business and not just one or two areas. Once the initial focus on the intranet side of the solution was complete, focus shifted to the content management elements with OpenText.

“The whole project was built within an aggressive timeframe, just six months. This is in part thanks to the capabilities of OpenText meeting our needs almost entirely out of the box, with very little customization, saving time and money,” said Holsen.

When the solution was launched, there were some teething troubles with SharePoint. As this is the interface that users work in, these had to be overcome quickly. OpenText, however, worked from the outset, with no significant issues.

A single, definitive source of the truth

Across the organization, Neptune Energy staff now has a single place to store, search for and retrieve the vast majority of corporate content. Around 90 percent of all employees use the solution, with about a third using it extensively throughout their working day.

“With just a few specialized exceptions, all of our content is now accessible in one place for the first time. The solution is secure, has a full audit trail and protects from accidental deletion due to the retention policies and access permissions that OpenText provides,”

said Holsen. ***“We manage everything from reports and correspondence, to presentations and budgets, in a range of file formats. We also store a lot of content related to our partners, government regulation and compliance.”***

Users of the solution are mainly office-based, but some offshore workers access content, too. By doing so, everyone involved can be assured of using the latest version of a content item. This is particularly important, for example, when referring to critical documents, such as policies, operating procedures, etc.

Also, users can work more collaboratively, regardless of their location. Users can bookmark frequently used content items and be safe in the knowledge that when they return, they will be provided the very latest version.

Once a content item is flagged as important, AGA takes care of the physical move of the content from SharePoint to OpenText. Content in AGA is stored in both its original format and also rendered to PDF/A format for archive purposes. Users continue to access the content, but for the majority, it will be on a read-only basis from that point onwards.

Improvements in quality assurance, process efficiency

With core, foundational aspects of the solution now well established, Neptune Energy can look to ways to leverage their investment and create an even bigger return.

“We’ve implemented electronic signatures using the solution, reducing the burden on individuals to chase for wet signatures. We now spend far less time meeting our regulatory reporting demands. Our quality management system uses links to OpenText for policy and other documentation, again ensuring users are accessing the latest, approved versions.”

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“These are just a few examples that use OpenText to make life easier for users, saving the business time and money, while providing greater control of our critical content,” said Holsen.

Other plans are now being considered to bring even more content types into the solution. This includes providing project workspaces for greater collaboration with external parties, rather than paying for an external solution.

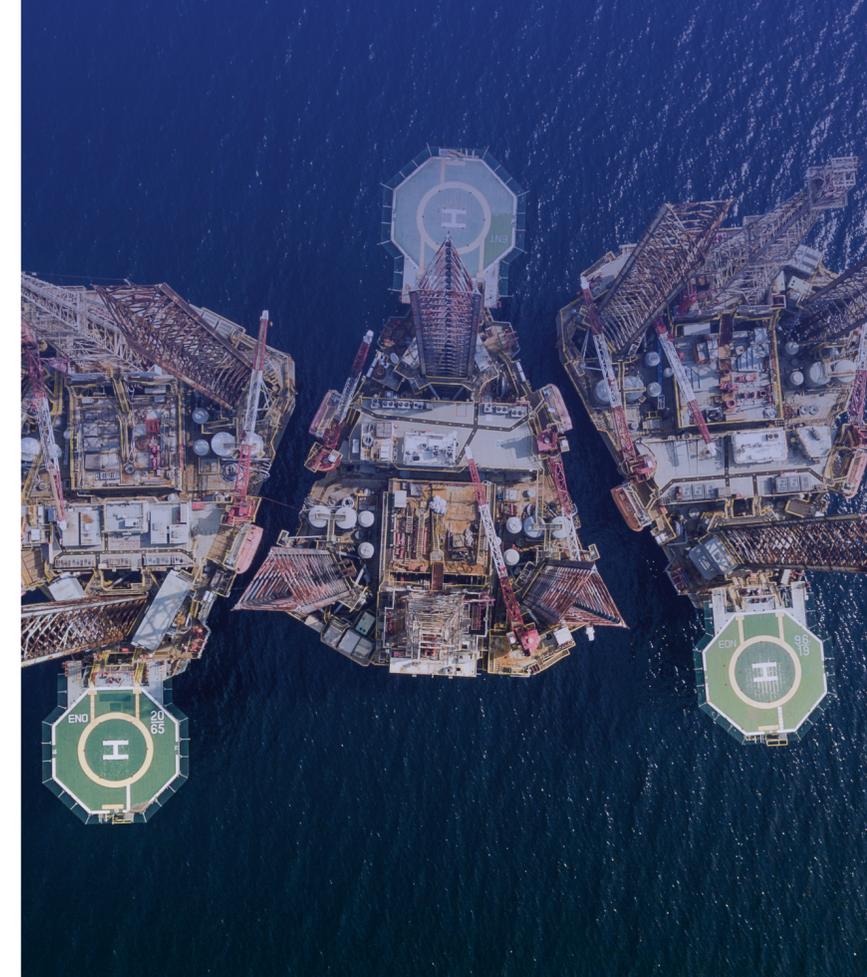
Holsen said, ***“We have a great solution that provides the collaboration we need in a user-friendly and familiar front-end with SharePoint, with OpenText giving us the safest storage and archive capability.”***

About Contesto

Contesto AS was established in Stavanger, Norway in September 2001, and delivers complete solutions within Enterprise Content Management. Our business idea is to simplify handling of, and access to, all business-critical information. Through our partnerships with OpenText and Microsoft®, we provide our customers with state-of-the-art products for Information Management, combined with our consultant’s comprehensive experience within information, document and records management.

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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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