

SHELL INTERNATIONAL EXPLORATION AND PRODUCTION

CASE STUDY

Oil & Gas Environmental Solutions

Shell International Exploration and Production (Shell E&P) streamlines chemical approval with ProSteward

"We expected an 80 percent solution with an off-the-shelf system. With CGI however we were able to meet all requirements including the delivery of the EP approval workflow. This could easily be embedded in the existing software. Initial design work, training and conversion were completed in about 4 months. We have a very satisfied global user community all using ProSteward Online."

Harry van der Burg
Portfolio Consultant Production
Shell International Exploration and Production

WHY CGI

- High-level consulting expertise in project management, business process design, IT implementation and configuration and hazard communication
- Existing software solution, *ProSteward Online*

THE RESULTS

- A single global system for chemical approvals
- Integration of the Shell E & P chemical approval workflow into ProSteward Online
- Access for Shell E & P's global workforce to important environmental health and safety information

When Shell International Exploration and Production decided to design a new chemical approval process and roll it out across the globe, they asked CGI for assistance. In response, CGI delivered a fast-track project to implement this process along with an IT solution that provided Shell E&P with a multi-language standard repository for chemical information to support their global workforce.

The Challenge

As one of the top companies in the world at finding and producing oil, Shell International Exploration and Production (Shell E&P) has ventures in over 39 countries and more than 19,000 employees (plus contractors). Due to a decentralized organizational structure and partial ownership in many oil and gas production sites by national governments, opportunities existed to improve standardization in the communication of hazard information for the chemicals used in Shell E&P's exploration and production processes. Shell E&P designed a new workflow for the approval of chemical usage, appointing employees for the approval process who were well-versed in Shell procurement standards, human health, and environmental impacts. Following the design of this workflow, Shell E&P sought an IT solution to support the new workflow and to communicate chemical information to its global workforce. As part of this IT solution, Shell E&P needed a single platform scalable to a large employee base, with global language capabilities and support for a variety of regulatory documents.

The Solution

CGI's proposed solution to Shell E&P's Chemical Management Workflow project included the following:

- **ProSteward Online**, CGI's word-class hazard communication business application;
- **A proven ProSteward implementation methodology** that reduces costs and risk; and,
- **ISO 9001 compliant** project management, quality assurance, and risk management processes that are applied to all projects and work products.

The technology platform for the CGI solution included the following:

- **Database Services:** UNIX running Oracle 9i
- **Web Servers:** Windows Server 2003 running Microsoft IIS 6.0
- **Client:** Shell E&P's standard desktop environment, running Windows VISTA and Internet Explorer

The Results

Within four months of project start, Shell E&P was live with ProSteward Online. Legacy systems were retired after their data was converted into ProSteward Online, and Shell employees in the United Kingdom, Netherlands, and Nigeria attended training sessions on the new workflow and integrated it into their business process. Additional phases brought live Shell locations in Norway, Oman, Malaysia, Brunei, and the Philippines.

As a large global petrochemical corporation, Shell faces hazard communication challenges similar in scale and scope to those faced by other large global manufacturers. Consistent with its mission of improving the health and well being of people worldwide, Shell E&P's corporate EHS policy was driving the corporation to seek continuous improvements in its environment, health and safety performance. The Integrated Chemical Approval Workflow Project will help Shell E&P to streamline and modernize its chemical management systems to improve EHS performance while lowering operating costs.

CGI understood Shell E&P's objectives and challenges, and was uniquely capable of offering a proven, dependable solution to meet their functional and technical requirements, and that could be implemented with minimal operational disruption.

CGI's proven management approach, proven implementation methodology, and rigorous ISO 9001 support processes exceeded Shell E&P's business requirements.

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