

CASE STUDY: WEATHERFORD

Weatherford International harnesses the power of Techstreet Enterprise

Standards platform delivers usage
visibility and a new level of service

Techstreet

 **Clarivate**
Analytics



Weatherford®



Dawn Murphy

Senior Document Controller
Quality Health Safety
Security and Environment
(QHSSE) department
Weatherford

About Weatherford

The QHSSE department at Weatherford International is responsible for hosting and distributing information including corporate policies, standards, work instructions, forms and certifications to stakeholders across the company in 90 countries.

Company

Weatherford International

Founded

1941

Employees

28,600

Operating Locations

740

Featured Product

Techstreet Enterprise

Weatherford International is one of the largest multinational oilfield service companies providing innovative solutions, technology and services to the oil and gas industry. The company operates in over 90 countries and has a network of approximately 740 locations, including manufacturing, service, research and development, and training facilities.

Weatherford turned to Techstreet Enterprise to help streamline their standards management and distribution process so teams could be confident they were working from the most current industry standards available.

“ We have a lot of different end users tapping into standards resources — including support of contractual commitments to be certified for particular standards. In the oil and gas industry, service companies like Weatherford go where the work is — as a result, we have hundreds of service facilities across the world from the U.S., Canada and Brazil to the Arabian Sea and the North Sea.”

Dawn Murphy, Senior Document Controller, Weatherford



The oilfield services industry is seeing a recovery on the back of improved oil prices. Weatherford wanted to review several processes and find ways to create additional efficiencies across the global landscape. As such, Weatherford's Quality Health Safety Security and Environment (QHSSE) department approached Techstreet with a view to improve its industry standards management program.

THE CHALLENGE



Standards are foundational to the oilfield services business and are used widely by field teams, safety professionals, engineers and quality assurance experts. Weatherford needed an easier way to manage current standards documents and future updates, and deliver them to users. Critically for Weatherford, many customers also require that the company is ISO and API Q1/Q2 compliant — an advanced certification for oil and natural gas service providers.

Usage reporting and analytics are essential to planning and budgeting, and the usage reports Weatherford received from their previous system lacked information and was affecting the company's ability to forecast budgets and support the local teams during planning cycles.

“The QHSSE department facilitates engineering, quality assurance and operations groups at Weatherford in meeting standards. Where the company sets a quality standard, we need to ensure everyone involved has access to the latest version. We are tasked with supporting 14 Geozones who rely on industry standards to drive their businesses.”

Dawn Murphy, Senior Document Controller, Weatherford

THE SOLUTION



Weatherford turned to Techstreet Enterprise to provide hundreds of engineering and quality assurance staff at 86 locations with access to over 2,000 full-text technical standards for the oil and gas industry. Key publishers of the industry standards include API, ASME, ASTM, AWS, BSI, DIN, IEC, ISO and SAE.

“While monitoring spend and usage are key, an efficient standards platform enables our employees to meet contractual and certification commitments. Partnering with Techstreet helps us to deliver the best quality products and services to customers,” says Dawn Murphy.

Techstreet Enterprise provides easy, immediate access to one of the world’s largest collections of industry codes and standards, plus web-based workflow tools to help their customers manage standards information and make better decisions faster. It helps companies manage their budgets and get a complete picture of standards usage with the Usage Reporting Dashboard and customized content packages.

“I have nothing but praise for the Techstreet team. We had a very short window to make this happen. They jumped on a plane and were at our facility working with us to customize a standards package that worked for Weatherford. Techstreet understands the standards world inside and out, and took as much time as necessary to guide us through the process. That was priceless.”

Dawn Murphy, Senior Document Controller, Weatherford

THE VALUE



Created process efficiencies

Weatherford and Techstreet collaborated to create a customized content package for the business based on usage patterns and outstanding requests.

This included ISO Suite of Standards as well as the American Petroleum Institute’s API Spec Q1 and Q2 for service providers to the petroleum and natural gas industries.

Techstreet provided an end-to-end solution from requirements analysis and IT planning through on-boarding, training and researching new requests.

“I receive new document requests from end users every day. The Techstreet experts respond right away and often go the extra mile to support our team. For example, sometimes it turns out the requested document isn’t an industry standard but the Techstreet team still takes the time to explain what the document is and where we can find it. I’m very happy and will be a long-term customer based on this level of service,” says Dawn Murphy.

Get a complete picture of standards usage and spend

- Techstreet Enterprise provides a Usage Reporting Dashboard with an on-demand view of standards usage and spend at the company, business unit and individual level.
- Weatherford can also control access with customizable user settings, purchase rules and exception groups.
- With better visibility, the central standards group and P&L owners have the usage insights they need to inform planning for the next budget cycle.

“Now we have real-time data and can see which standards documents users are accessing, what’s been requested and what’s been purchased. As a result, we start our planning discussions with our Geozones earlier for the next year — confident that we are not going to get surprised,” says Dawn Murphy.



About Clarivate Analytics

Clarivate Analytics is a leading provider of intellectual property and scientific information, decision support tools and services that drive the Lifecycle of Innovation for governments, academia, publishers, corporations and law firms as they discover, protect and commercialize new ideas and brands. Our broad range of trusted, industry-leading brands include *Web of Science*, *Cortellis*, *Derwent*, *CompuMark*, *MarkMonitor* and *Techstreet*, among others.

Techstreet

About Techstreet

Techstreet serves those who invent, build, test and maintain virtually everything on which the world depends. Techstreet keeps technical professionals connected to 546,000+ industry codes and standards, in partnership with 140+ standards publishers. Techstreet standards and management tools help business, industry, government, and academic organizations achieve national and international compliance, global competitiveness, and speed to market with better, safer products and services.