

# OpenText Expands the Capabilities of LUKOIL Overseas Corporate Document Management Systems

Centralized document management, improvement of project design documentation processing times, and business process transparency

**L**UKOIL Overseas group is a fast-growing oil and gas company, forming a part of and acting as the operator of international projects of OJSC LUKOIL, a vertically integrated oil company. The Holding carries out the prospecting, acquisition, and further effective development of oil and gas fields outside the Russian Federation, promoting the transformation of OJSC LUKOIL into a transnational energy company.

The company's structure comprises of the corporate center in Moscow and subsidiaries and representative offices in 16 countries. The total production of oil by LUKOIL Overseas group companies exceeds 5 percent of the total production of LUKOIL group, and the total gas production accounts for more than 25 percent of the group total gas production.

## Large amount of documentation required automation of processing and structured storage

The lack of an integrated document management system in the company with a well-developed network of branches posed significant difficulties in terms of controlling the document flow and approval process and tracking the deadlines and tasks of the responsible persons. This resulted in document approval delays

and had a negative effect on the projects' progress; also, the employees of different companies of the Holding could not share documents. These factors, complicating the business processes, motivated LUKOIL Overseas to make a decision in favour of implementing a centralized ECM-platform.

LUKOIL Overseas carries out large projects on the development of oil and gas fields. That is why the Holding's specialists have to deal with large amounts of project design documentation, requiring material resources for its processing. The improvement of document approval efficiency has become one of the most important goals of automation due to the large amount of project design documentation received by the company simultaneously.

However, the main goal of automation was connected with the lack of a structured electronic document warehouse, preventing the efficient use of project documents

## INDUSTRY

Oil and Gas

## CUSTOMER

LUKOIL Overseas Ltd.

## BUSINESS PARTNER

Parma-Telecom

## CHALLENGES

- Unable to process large amounts of project design documentation
- Lack of control over processing time
- Limited opportunity to share documents
- No integrated document repository for the centralized ERP-system

## SOLUTION

- OpenText Content Server

## BENEFITS

- Integrated document database and a centralized document management system
- Strict compliance with the contractual and internally approved times for document revision
- Organization-wide "transparency" of all business processes
- Opportunity to provide documentation support of project activities

***OpenText Content Server provides the opportunity of organizing structured storage and prompt approval of Project Design Documentation (PDD) received from various engineering contractors. The possibility of integration with SAP® ERP also guarantees the availability of PDD accumulated during the construction stage when managing operated facilities in SAP PM.***

SERGEY KOTOV, HEAD OF THE INFORMATION AND TECHNICAL SUPPORT, LUKOIL MID-EAST LTD.

and the experience of facilities operation in further projects. The agglomeration of a paper archive with project documents materially hampered the search for and identification of the current document version and required significant time and resources. Besides, according to the PSA, the information about oil and gas assets had to be kept for several decades, which entailed additional difficulties in the case of paper documents.

### **Comprehensive integration of solutions with SAP® products**

The basic criteria for the choice of the platform—capable of dealing with all the outlined issues—included well-developed functionality of project activity support and the comprehensive integration of the solution with SAP® products, which actually represent the corporate standard of LUKOIL Overseas IT solutions. Eventually, the company's specialists made the choice in favour of OpenText Content Server, capable of integration with the corporate ERP system SAP ERP 6.0, implemented in LUKOIL Overseas companies. One of the key advantages of OpenText solution, according to the experts of LUKOIL Overseas, was the orientation towards the processing of project documentation; the amount of which has grown significantly.

The implementation of Content Server allowed the creation of a structured database of project documents on the production facilities under construction, comprising

the complete history of their approval and decision-making. Owing to the integration with the previously installed SAP system, the accumulated database of project documents for each facility is available for the users working with the Plant Maintenance (PM) module of SAP ERP.

### **OpenText solutions offer a broad range of additional functions**

The implementation of Content Server has largely helped LUKOIL Overseas to achieve the main goals of the project. Firstly, owing to Content Server, the document support of the Holding's management has been fully automated. Secondly, the times for the approval of administrative documents and contracts are now controlled automatically in accordance with the corporate regulations. Thirdly, the implemented solution has ensured an end-to-end approval of documents between the subsidiaries and the corporate center. And, finally, Content Server has ensured complete control over the performance discipline. One of the main results of the system implementation is the opportunity to process and accumulate design and technical documentation pertaining to production projects.

"The international experience of oil and gas companies indicates that it is actually impossible to develop large production projects without an instrument for the efficient management of project design documentation," Sergey Kotov, Head of

the Information and Technical Support Division of LUKOIL Mid-East Ltd. explains. "Content Server provides the opportunity of organizing structured storage and prompt approval of Project Design Documentation (PDD) received from various engineering contractors. The possibility of integration with SAP ERP also guarantees the availability of PDD accumulated during the construction stage, when managing operated facilities in SAP PM."

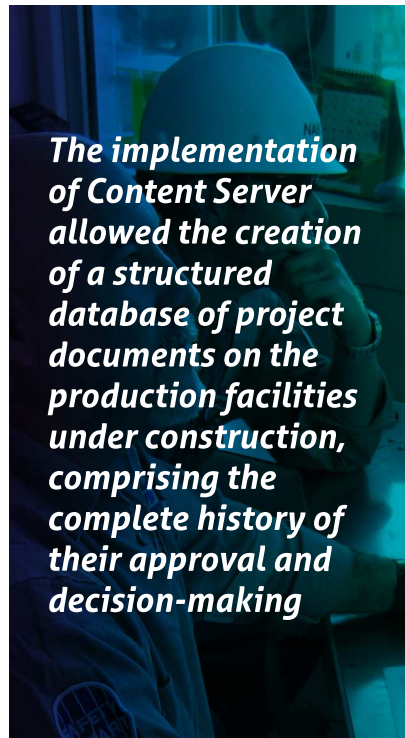
LUKOIL Technology Services GmbH acted as the general contractor and Parma-Telecom consulting company was chosen as the main contractor. It was decided to implement the pilot project in the corporate center in Moscow and OOO LUKOIL Uzbekistan Operating Company in Tashkent with further rollout into other companies of the Holding. The pilot project was carried out from January to September 2009, and followed the corporate methods of implementing Corporate Information Systems adopted in the LUKOIL group of companies. The project comprised several stages: concept design, implementation, integration testing, and trial operation, following which 250 users in the corporate center and 220 users in LUKOIL Uzbekistan Operating Company were connected to the system.

Later, the system's functionality was extended to include other companies of the Holding as well as its basic production entity LUKOIL Mid-East Ltd. By February 2012, more than 1,200 users of the Holding from five countries (Netherlands, Russia,

Iraq, UAE, and Uzbekistan) worked with the integrated document management system on the basis of Content Server.

Currently, the system is functioning in the centralized architecture. All the connected companies of the Holding work with a uniform documents database, which materially facilitates the performance of the business processes, involving several companies (for example, shared work with documents by expert groups, comprising employees of the corporate center and several project entities).

The large-scale implementation of the integrated document management system, Content Server, helped LUKOIL Overseas extend its capabilities. Now that the company has a centralized document management system in place, it actually guarantees the compliance of all the corporate procedures in all the regions. The integrated document management system renders it possible to strictly observe both the contractual and internally established times for the approval of different project documents. One of the key advantages of



Content Server is the transparency of all the business processes in the organization.

### **Further OpenText solution implementation**

As forecasted by LUKOIL Overseas experts, in 2012, the organization will continue to expand the geography of the system implementation, and the Kazakhstan assets of the company are scheduled for connection to the integrated document management platform in the near future.

As well, LUKOIL plans to commission into operation the solution on the basis of OpenText Transmittal Management, and also the system-integrated module for text recognition and full-text indexing of documents.

Further plans of the company include the possibility of extending the software platform of the existing system to the package OpenText Extended ECM for SAP Solutions (sold by SAP as SAP Extended Enterprise Content Management by OpenText), enhancing the functional capabilities of integration with SAP ERP. ■

**PARMA TELECOM**

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