

APPLY SØRÇO:

- PROARC AT THE CORE OF OUR PROJECTS

Construction company Apply Sørco has put ProArc at the center of their projects, with built-in quality assurance in their workflows and automated progress reporting. “We now have complete control,” says Beate Deak, Discipline lead - DRM.

“ProArc is the very core of our projects. Along with the engineering database, this is the crucial link in all our projects,” says Beate Deak. She is the technical manager for document control at Apply Sørco and is responsible for the document management system, ProArc.

For over 30 years Stavanger-based engineering company Sørco has delivered services to the oil and gas industry. In 2010 it was incorporated into the Apply AS group.

More and more engineers

Apply Sørco is growing fast. In total, they employ more than 450 engineers in the Stavanger headquarters and local departments in Bergen and Oslo as well as in Krakow, Poland. The most recent addition is an office in Hammerfest. A further 30 employees will be delivering operational and maintenance support for Eni Norge at the Goliath oil field.

Maintain and modify

Apply Sørco delivers operational support as well as modification and upgrading of offshore installations to a broad range of customers, including Eni Norge, Marathon, Talisman, BP and their largest customer, Statoil. “We have modification projects on installations including Troll C, Gullfaks C, Statfjord B/C, Kvitebjørn and Brage. Statoil is so important to us that we designed our document management system to meet their needs,” says Beate Deak.

ProArc at the core

Apply Sørco has been using Software Innovation’s ProArc since 2005 to manage the extensive technical documentation in their projects. The document management system has been expanded and customized gradually for new customers and projects. But Beate Deak had a vision of taking it one step further and making ProArc the core of the project process. “We’ve reached our goal – it has been a long journey, but the result is brilliant,” she says.

Connecting information with tags

Apply Sørco starts all engineering projects in ProArc: “One of our first milestones is to ensure all relevant documents are registered in ProArc,” says Deak.

Product: ProArc
Sector: Engineering, offshore



*Beate Deak, Discipline lead
- DRM at Apply Sørco*

Sørco was founded in Stavanger in 1979. In 2010 it was incorporated into the Apply Group. Apply Sørco employs 450 engineers, who offer operational support as well as maintenance, modification and upgrading of offshore installations and other services to the oil and gas industry. Apply Group is a Norwegian-owned industrial group with a turnover of over €415 million and over 2,000 employees.

Apply Sørco has put ProArc at the core of their project process. All tag information in ProArc is integrated with their engineering database, so that tagged documents in ProArc can be shown in the engineering database. This integration ensures complete control of all information that is delivered to Apply Sørco’s customers. All documents in ProArc are linked to a project plan.

3 tips from Beate Deak:

1. Put someone with a background in document control in charge of developing your ProArc system and associated training courses
2. Internal training is imperative to get the most from the system
3. Make ProArc a natural part of your working processes and be patient – change takes time

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This forms the basis of the 'Master Document List', which contains both new design documents and existing documents from customers' systems. Apply Sørço registers all the relevant document numbers in ProArc, extracts file copies for customers' systems and saves them in ProArc.

"The new element is that we have integrated ProArc's tag information with our engineering database, so that documents that are tagged in ProArc are also shown in the database. The two systems link the project management together," says Beate Deak.

Automated project plans

All project documents in ProArc are linked to activities in the project plan. This gives Apply Sørço an automatic overview of a document's progress through various milestones until completion, meaning there is no uncertainty about how much progress the project has made.

Finally, the documentation is sent offshore, where it forms the basis for the installation work. "The documentation is available during installation, on completion and when the project is handed over to the client. We have complete control and a clear overview of progress at every stage. This would not be possible without ProArc," says Beate Deak.

Working in Statoil's system

"When you modify existing installations, do you need documentation from the customer?"

"Yes – with Statoil we spend as much time working in their system as in our own. We log on to their system as a normal user and submit revisions and files through this system throughout the planning phase. On completion, we deliver all documents to them 'as built' in the same system."

Identical in two databases

Our job is to ensure that the databases at Statoil and Apply Sørço contain identical document revisions. Our master copies are always stored in ProArc (document) and the engineering database (tag), so we control the handovers to customers' systems from here," says Beate Deak.

"We're currently looking into possibilities for automatic transfer between our system and the customer's, which would

save a lot of time. We are about to start developing an application to deliver this in collaboration with Statoil and hope to implement it in the spring of 2013."

The primary benefits

"What are the primary benefits you have experienced from the document management system?"

"I want to highlight that our efficiency has improved through more structured projects. The built-in quality assurance in our workflow has reduced errors. Progress reporting functionality ensures a focus on document delivery, both for engineers and project managers. And last but not least, we are now even better at delivering excellent quality within the customer's timeframe," says Beate Deak.

They listen to their customers

"A lot of companies rely on ProArc. Do you think Software Innovation provides enough support for its software?"

"Software Innovation has always been good at listening to its customers and implementing new functionality to meet their customers' requests. I think that's great," says Beate Deak. "I have a lot of faith in Software Innovation and their local partner in Stavanger, eDoc, who provide support and maintenance.

"ProArc has an excellent reputation. Anyone who has used it for a while will struggle to use anything else. The downside is that because the functionality is so expansive, the user threshold is a bit high. This makes training crucial."

Training increases returns

"All our engineers use ProArc. Every two weeks we run an introductory training course for new employees, and hold project courses when we start a new project, which cover the specific customer's documentation requirements.

"We have also created courses about various parts of the document management system. One of these covers progress reporting in ProArc, which the planning department relays to the customer."

"What if a staff member has a question along the way?"

"They can ask me or any of the others working in document control," says Technical Manager Beate Deak of Apply Sørço.

Software Innovation is a Scandinavian company and a leading international software vendor for document control, information and case management. With 25 years of experience and competence in business-oriented content applications, we are committed to delivering future-proof, flexible and highly user-friendly solutions for our customers and partners. Our application suites create excellent information sharing, efficient collaboration, business control and improved service for both private and public organizations. The packaged business solutions are built on Microsoft SharePoint and Office, the market leading platform for collaboration and business productivity