



SPHERA CUSTOMER CASE STUDIES

ADVANCING OPERATIONAL EXCELLENCE

A focus on Incident Management



Oil & Gas Industry
Excellence Award Winner

Advancing Operational Excellence

CHEVRON

CHALLENGE

- Enhance corporate HES performance analysis and reporting
- Strengthen incident management workflow
- Enable incident response and prevention with data

SOLUTION

- Incident Management
- Operational Risk
- Risk Assessments
- Action Item Management
- Management of Change

RESULTS

- Established enterprise wide system with 26,000 +users to improve incident analysis reporting work flow
- Enhanced HES business intelligence across the enterprise
- Provided HES KPIs for quarterly and annual corporate sustainability reporting based on GRI, API/ IPIECA guidance
- Continually standardizing and driving efficiency – e.g. archiving 12 systems for Management of Change (MOC)

“Our ability to capture quality data and generate critical analysis and reporting helps us highlight the company’s outstanding incident management metrics to the investor community... Chevron’s documented leadership in operational excellence has given us a real competitive edge.”

- Chevron



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CITGO

CHALLENGE

- Ensure continued accurate compliance with OSHA and EPA regulations
- Increase efficiency of safety and environmental processes
- Identify potential performance gaps and areas for improvement
- Eliminate manual paper-based and spreadsheet reporting

“Automation is a critical step in helping CITGO move forward with an improved Management of Change process... IMPACT helps us achieve compliance, efficiency and consistency through automation with one tool.”

- CITGO

SOLUTION

- Assessments of Change
- Operational Risk
- Incident Management
- Action Item Management
- Off-line Forms
- Risk Management

RESULTS

- Create centralized HSSE database for enterprise performance /tracking analysis and customize for Management of Change process
- Reduce multiple HSSE business processes to one for efficiency and consistency
- Save time/money with automatic reports and eliminate the need for paper reporting
- Save time tracking actions to completion for accountability and lessons learned



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FUGRO

“If we’re managing our risk better, we’re managing our potential losses better and the bottom line will be improved.” - *Fugro*

CHALLENGE

- Improve timeliness and accuracy of HSE risk information across global enterprise
- Leverage local knowledge of operations while establishing universal corporate standards
- Use HSE information to continuously improve customer service and investor confidence

SOLUTION

- Incident Management
- Operational Risk
- Action Item Management
- Assessment Management

RESULTS

- Helped to align systems/ processes and implement a global HSE platform to serve 400+ users across all 150 operating companies
- Enabled development and enforcement of HSE data and work processes standards
- Reduced monthly HSE reporting time from up to 3 days to one keystroke
- Supported multiple languages to boost user productivity and leverage local knowledge
- Established HSE system as one of the first enterprise-wide information systems implemented across global company
- Strengthens business relationships by assuring corporate customers that company is committed to social responsibility



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INTEGRA GROUP

CHALLENGE

- Enable partnerships with global energy leaders on large-scale projects by meeting their expectations for QHSE best practices
- Adhere to international industry standards, procedures and processes to reduce risks of both non-compliance and safety incidents
- Transform corporate culture from apprehension to trust in reporting incidents and near misses

SOLUTION

- Incident Management
- Operational Risk
- Corrective and Preventative Actions
- Root Cause Analysis

RESULTS

- Enabled continuous improvement towards operational excellence and performance goals with stronger QHSE information management
- Recorded 3,500+ incidents and implemented 10,000+ action items aimed to improve standards, systems and processes
- Reduced injury rates nearly 70% from 2.3 to 0.7% injuries per million hours worked within 3 years
- Mitigated risks and ensured compliance with standards by transforming corporate culture towards reporting safety issues

“Sphera is a great tool and I’m proud Integra is the first Russian company to implement it at the enterprise level. It has helped us establish a culture that’s more safety conscious.”

- Integra



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LARGE REFINER

CHALLENGE

- Standardize safety incident management processes across business units
- Develop consistent auditing processes to enable proactive management
- Improve operational excellence to increase refinery uptime, lower safety costs, increase investor trust and address OSHA demands

SOLUTION

- Incident Management
- Operational Risk

“As a result of implementing this solution, the company has been able to standardize incident management practices and auditing practices software to meet specialized needs where appropriate.”

- Large Refiner

RESULTS

- Improved communication of safety risks through standardized incident management and auditing processes
- Sped reporting cycle times
- Enhanced visibility and accountability by tracking progress of remediation action items
- Boosted ability to prioritize capital projects necessary to mitigate risk
- Identified best practices throughout the organization to further improve safety processes
- Allowed for future benchmarking of its businesses and peers to find metrics and leading indicators to drive safety performance



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TOTAL PETROCHEMICALS

CHALLENGE

- Assure continued EHS regulatory compliance at sites across U.S., Europe, Middle East, and Asia
- Consolidate separate databases and manual processes that made reporting slow and difficult
- Provide enterprise-level reporting with quick access to details to fix problems and drive excellence challenge

SOLUTION

- Incident Management
- Operational Risk
- Action Item Management
- Audits and Assessments
- Operational Excellence Analytics

RESULTS

- Centralized EHS reporting for 17 locations with 5,000 active users
- Reports that used to take 15 days now can take 15 minutes
- Reduced injury rates and costs with risk ranking and corrective actions based on audits
- Improved transparency and accountability from senior executives to site managers to employees
- Flexible implementations meet corporate and site-level needs

“We believe that our injury rates and our costs are lower because we’ve reduced our accidents and incidents by following through and responding to potential issues identified utilizing the Sphera solution.”

- TOTAL Petrochemicals



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TOTAL PETROCHEMICALS

CHALLENGE

- Simplify compliance to environmental, health and safety regulations and ISO protocols
- Overcome limitations to management system auditing and risk assessments
- Monitor the level of risk in relationships with value chain partners

SOLUTION

- Risk Assessment
- Operational Risk
- Incident Management
- Action Item Management

RESULTS

- Established fully enabled management system audits and assessments, from questionnaires to complex scoring algorithms for risk scoring
- Replaced outdated legacy application and initiated integration of multiple systems
- Gained ability to update management system auditing protocol questions without waiting for – or paying – a third-party vendor
- Reduced time required each month to manually transfer findings from 1,500 audit questions – from 3-5 days to a few hours
- Positioned new system as framework for future risk-ranking of value-chain partners as required for ACC Responsible Care compliance

“This project will help us simplify our risk management processes so we can be more efficient about ensuring compliance and continuously improve our operations.... We wanted to be in control of our destiny and now we’re on our way.”

About Sphera

Sphera is the largest global provider of software and information services in the operational risk, environmental performance and product stewardship markets. For more than 30 years, we have helped over 2,500 customers, and 100,000+ individual users, across more than 70 countries to optimize work-flows and navigate the complex and dynamic global regulatory structure. Learn more at www.spherasolutions.com



www.spherasolutions.com

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