

OCEAN INSTALLER: PROARC ON THE OCEAN FLOOR

Ocean Installer plans, installs, maintains and repairs oil and gas system on the seabed. ProArc keeps track of all their documents and projects: “We don’t leave anything to chance,” says Bente Holter-Olsen.

Underwater solutions are becoming increasingly important in the extraction and production of oil and gas. Ocean Installer AS is a young Norwegian company offering the full spectrum of underwater construction services, from onshore planning to offshore installation and testing.

The company was founded in January 2011 and in two short years has grown to 150 employees based at their headquarters in Forus, Stavanger and a further 20 team members in Aberdeen, Scotland. The company is also opening an office in Houston, Texas.

Ocean Installer uses ProArc from Software Innovation to keep track of their projects and documents.

Underwater at Draugen

“At the moment, we’re working on a large project at the Draugen oil field. Norwegian Shell wants to increase production from the field by drilling additional oil wells. We have been given the job of developing, procuring and installing the underwater solutions,” says Bente Holter-Olsen, who is in charge of document control and ProArc at Ocean Installer.

Floating construction sites

The work at sea uses the Normand Clipper and Normand Mermaid, subsea construction vessels that have been contracted on a long-term basis. These floating construction sites have helipads, mini-sub, cranes, pumps and a flexible pipe carousel that lays pipelines on the seabed.

With a growing client portfolio, Ocean Installer is continually expanding its capacity. This includes investing in their own construction vessel, at a cost of €200 million, which will be launched in the summer of 2014.

5,000 documents, plus revisions

Work at Draugen has been worked out as 250 vessel days. Before the work at sea can commence, Ocean Installer’s engineers at Forus have a big job on their hands: “The Draugen project involves around 5,000 documents, not including revisions. ProArc helps us keep track of everything. When it’s all ready, we will be able to send documentation regarding the installation to the construction vessel,” says Bente Holter-Olsen.

Product: ProArc
Sector: Subsea construction company



Founded in 2011, Ocean Installer AS runs projects to design, install, control, maintain and repair oil and gas systems on the seabed. Their most crucial tools are advanced subsea construction vessels. The company is expanding rapidly and has already placed an order for its own construction vessel costing €200 million, to be launched in the summer of 2014. The vessel will have two 400-ton cranes that can operate at 350 meters’ depth in the North Sea and 3,000 meters’ depth off the coast of Brazil.

ProArc was the natural choice when Ocean Installer procured a document management system. A few simple customizations to ProArc’s standard functionality delivered the system they needed.

Three document controllers create projects and profiles and submit the thousands of documents that are shared between customers, subcontractors and engineers. The engineers also save internal documents directly into the ProArc records management center.

ProArc – a natural choice

When Holter-Olsen started working at Ocean Installer in 2011, she was employee number 13. “I came from another offshore company where I had built up a ProArc system from Software Innovation. Introducing ProArc to Ocean Installer was a natural choice – I had no need to look elsewhere,” she says.

Work to get the system in place started immediately. ProArc is able to handle AutoCAD and the other file formats used by the company.

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"We just needed to make sure that the system would be able to grow at the same rate as Ocean Installer's hiring of engineers," says Bente Holter-Olsen.

ProArc ready in 25 hours

"I asked the engineers how they wanted to work, and compared that with how the document controllers wanted to work. ProArc's standard functionality took care of almost all of our needs," she says.

With a few simple customizations, the system was adapted to meet their needs, without having to make changes to the source code.

"The customization took only 25 hours. We had excellent help from eDoc, Software Innovation's partner in Stavanger," says Holter-Olsen.

From 20 to 110 users in one year

At the start of 2012, Ocean Installer's 20 employees were able to begin using the new document management system and everything worked perfectly. Following a year of explosive growth, the ProArc system now has 110 users at Forus and in Aberdeen.

"The only change we made later was to add a planning module that sends monthly reports to customers," says Holter-Olsen.

Absolute document control

To avoid 'double-entry bookkeeping', Ocean Installer has given its three document controllers absolute authority to create new projects and profiles and submit new documents. "Engineers, suppliers and customers send me new documents and revisions as attachments in emails. The document controllers submit the documents to ProArc and distribute them to project managers," says Holter-Olsen.

No room for error

The document controllers meet the planning team regularly to check that all documents have been stored correctly. "We don't leave any room for error," says Bente Holter-Olsen. "The system gives us a complete overview and helps us

reduce delays, which are unpopular in our sector. The only documents the engineers are allowed to submit themselves are internal documents that are in progress."

"Do you use applications that are not commonly used elsewhere?"

"Not really," replies Holter-Olsen. "Although we do store policy documents in ProArc, because of the revision history functionality. We also have a completely separate records management center for our Business Management System."

Delighted with eDoc

"How have you trained staff to use ProArc?"

"We train 1-3 employees at a time. We have made an easily accessed folder that contains a quick guide. We are also here to help the engineers whenever they have a question. They learn the most when we sit down and show them the processes."

"How was working with eDoc and Software Innovation?"

"I'm delighted with eDoc," says Holter-Olsen. "They are very good and get back to us very quickly. The same applies to our contractual relationship with Software Innovation – we hear back from them on the day."

Benefits of collaboration

"Are you now able to guarantee a complete overview of the projects and precise control of progress?"

"Yes! The number of employees who save documents in their own personal folders continues to shrink. Most of them see the advantage of everyone being able to view documents and the fact that they can be accessed when someone is not in the office.

"ProArc means that customers can deal with a document controller instead of a group of engineers. Our customers know that we will always show them the latest, correct version of a document. That's probably why our customers react so positively when we tell them we use ProArc," says Bente Holter-Olsen of Ocean Installer.

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