

Brava![®] Enables Faster Review Cycles for Chevron

Vertical Industry

- Energy, Oil & Gas

Functional Areas

- Engineering

Company Facts

- One of the world's largest global energy companies
- Active in 180 countries
- Major capital projects around the globe

Challenge

- Streamline markup and review of workflow process between locations in the U.S. and Asia

Brava Solution

- Faster review cycles
- Decreased errors
- Improved fidelity
- Easy markup consolidation
- Viewer supports double-byte characters (Asian language)

Global energy companies often have complex engineering projects that require input from multiple reviewers located in various parts of the world. These review teams work with a variety of file formats including Microsoft Word and Excel, PDF files, and CAD formats like MicroStation and AutoCAD. As one of the world's largest global energy companies, Chevron Corporation has first-hand experience with these challenges.

The Need for Electronic Review and Collaboration

Chevron wanted to improve how its engineering groups in Houston and South Korea collaborated on major capital projects, such as deepwater drilling rigs.

The manual review process would begin when Chevron received paper packs of data from contractors. Containing procedures, manuals and drawing specifications, these packs would be routed to the Houston review team. Reviewers would meet and hash out comments, with one consolidator responsible for creating a single copy that contained all final markups and comments. The document would then be mailed to the South Korean office for the next round of review and markups. The size and complexity of the project dictated how many times the two offices exchanged manual markups.

Chevron knew that moving to an electronic solution would allow reviewers in Korea and Houston to perform parallel reviews, speeding review cycles and making it easier to track comments and changes.

Brava Enables Multiple Reviewers, Multiple File Formats

Chevron initially implemented a viewer that fulfilled their annotation requirements, but it did not support the double-byte characters (Asian language support) necessary for the Korean office. Then Chevron learned about Brava![®] by Arizona-based Informative Graphics Corp.

Brava for EMC[®] Documentum[®] lets its team of engineers and reviewers view and mark up virtually any file format, including MicroStation and AutoCAD drawings, TIFF and PDF files and Microsoft Office documents. Brava's markup consolidation feature also makes it easy for a user to instantly combine all comments into one markup file. It also supports double-byte characters. In fact, Brava automatically installs the appropriate, localized version of the viewer based on the user's regional settings. Language options include not only English and Korean, but German, French, Spanish, Simplified Chinese and Japanese as well.

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(Cont.)

"We had to save every piece of paper someone put a red pen on," said Mary Kannady, Information Management Specialist. With potentially hundreds of reviewers on any given project, that was a lot of paper that Chevron used to have to track and store. Kannady added that with the initial viewer she would instruct users to apply the viewer only in the markup phase. She continued, "Now when training users, I tell them to use this [Brava] viewer for all viewing needs because it is such a good viewer."

Because Chevron's offices span the globe they need a viewing solution that comes with strong customer service and flexible support hours. Robert Kimpson III, MCP Documentum Support at Chevron, explained, "We are a 24-hour shop and when we have problems, we need them addressed quickly. We are very pleased with the support we get from Informative Graphics. We get answers to our questions really fast and they are very helpful."

Efficiency Achieved

Brava has improved the efficiency of Chevron's capital projects review process and is used from the proposal phase through project completion. Changing to an electronic solution allows Chevron reviewers in Asia and the U.S. to perform parallel reviews, easily track and consolidate comments, and significantly reduce review cycles.