



Stolt Offshore 



**Xerox
Business
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MANUFACTURING

Profile

Based in Luxemburg, Stolt Offshore is a leading contractor to the international offshore oil and gas industry, specializing in technologically sophisticated engineering, construction and maintenance services. Stolt Offshore operates worldwide, with satellite offices in every region where there is offshore industry activity.

For Stolt Offshore, Cobra Technologies, IBM/Lotus, and Xerox Corporation work together to streamline the flow of information.

A collaboration by a team of industry experts gets results for Stolt Offshore.

The Challenge

Strong partnerships with industry leading organizations, the world's most advanced technology, and good timing inevitably lead to success. Just ask Stolt Offshore—those were the key components of the KnowledgeShare™ solution recently implemented in their office in Stavanger, Norway.

Before the KnowledgeShare solution, Stolt Offshore had several print and copy devices scattered throughout their office. The technology was supplied from different vendors with multiple service contracts, making it difficult to track and manage all the resources.

The Xerox Response

In an effort to improve productivity and workflow within the office, Regional IM Manager Klaus Bjordal, along with Office Equipment Manager Sigrun Green and Xerox application experts, assessed Stolt Offshore's print and copy processes. Together, they decided to implement two Document Centre Systems on a three-month trial basis: a Document Centre 255ST in the general office, and a Document Centre 340ST SLX in the IT department. The Document Centres' ability to scan, copy, print, and fax instantly made significant improvements in terms of both cost and productivity.

One month later, Stolt Offshore began changing to a Lotus platform and piloting Lotus' domino.doc as their document management system. With offices around the globe, Stolt Offshore required a better way of communicating ideas and information between locations. Stolt Offshore management also recognized that traditional methods of gathering and disseminating knowledge, such as file cabinets, shared network drives, and e-mail simply wouldn't suffice in Stolt Offshore's complex office environment.

Lotus Notes was chosen because it allows Stolt Offshore users to manage all their information needs in a single application—combining e-mail, calendaring, group scheduling, contact and task management, Web browsing, and knowledge management.

Domino.doc, Lotus' document management system, offers complete Document Life Cycle Management—from authoring through review, approval, distribution and archiving—for every user and every document in the organization.

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A Combined Effort

Based on Stolt Offshore's move to the Lotus platform, Xerox saw the opportunity to offer enhanced services while leveraging their current IT infrastructure. Xerox representatives recommended KnowledgeShare, an end-to-end document management solution that combines the power and versatility of a Lotus Domino Application Server™, a domino.doc Server™, a Cobra Technologies Inc. Image Router software package, and Xerox Document Centre Systems.

To use KnowledgeShare, workers simply use a Stolt Offshore-developed template to scan paper-based documents using a Xerox Document Centre and specify where to direct the newly created electronic files. Jobs can be printed or faxed directly from the Document Centre, or a Cobra Image Router for Xerox (CIRX) can be used to receive the digital instructions and distribute the document to any domino.doc binder, Lotus Notes database application, or Internet mail address.

The KnowledgeShare trial was an instant and resounding success. Within the first two weeks of implementation, over 8,000 pages were scanned. This impressive volume can be translated into satisfied users.

Before the KnowledgeShare solution, users were frustrated with their inability to efficiently integrate paper and electronic documents. Now, however, converting physical documents to electronic form—and back again—is as easy as using a standard office copier. Bjordal explains that KnowledgeShare provides immediate access to critical information, accelerating key business process and improving the productivity of Stolt Offshore employees.

The IT department is also extremely happy with the solution. So happy, in fact, that they have reported their success to Stolt Offshore's office in Aberdeen (which prompted them to try KnowledgeShare for itself.)

Although KnowledgeShare is still in its infancy at Stolt Offshore, Bjordal is optimistic about its future: "We have only scratched the surface of KnowledgeShare's capabilities. There's no telling what an impact it can have once we use it to its full potential."

Summary

Combining their strengths in their respective fields, Cobra Technologies, IBM/Lotus, and Xerox Corporation are providing Stolt Offshore with KnowledgeShare, a practical, affordable solution that enables the simple storage, management, and distribution of ideas, information, and mission-critical knowledge throughout the organization.

Note: Stolt Offshore purchased Lotus Notes and domino.doc independently.

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