



SOFTWARE - SYNERGI™ LIFE

CONSOLIDATING THE TOTAL SYSTEM

Customer story - Total

Implementing Synergi Life in French Total meant replacing 40 local databases with one global database. Many DNV GL customers benefit from this kind of consolidation of their HSE systems.

Through its presence in 130 countries all over the globe, Total covers the whole supply chain within the oil, gas and energy industries. DNV GL has provided Total's E&P (upstream) operations in 25 countries with their new Risk Management System.

Thanks to considerable resources put into research and development, Synergi Life is an up-to-date technological platform. Through a pilot run in three affiliates, Synergi Life was globally accepted according to Total E&P's high quality demands.

Compared to the systems used before, Synergi Life gives a more complete online overview of the risk management in all E&P activities. Synergi Life offers integrated online event reporting management together with a corrective action tracking management for the whole company, across geographical borders.

All corrective actions originating at different events, audits, down-graded situations, experience feedback etc., are now managed in a single database that offers a clear picture of the real workload,

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Gerard Bachoué says. He is HSE responsible in Total's STRE@M project, the name they have give Synergi Life internally.

“Both reporting and statistics are more concrete and meaningful to us now that we have gathered everything in one single database. We see more registrations than before and the quality of the reports is better, though we still have to make an effort to improve it,” Bachoué says. “This is due to the fact that everybody - a potential of 3000 people, not only HSE personnel - can now feed the system with information and read the information registered. Before, this was only done by a few dedicated HSE users of our old system.”

STRE@M IT Project Manager Claudie Jover describes their previous Risk Management System as “home-made”. They used to have several databases for tracking and reporting. Centralizing this also means that the support function can be centralized and the system can be run by fewer people.

The relationship to DNV GL was initiated in 2005. The implementation started in May 2006 and was finished in March 2007. Both Jover and Bachoué are proud of the results.

“In ten months we had migrated 85,000 cases from the old systems. We had also merged all the information from 40 different databases from several years back, backup included, into one,” Jover says, adding that the DNV GL consultants are very good technicians and the tool is appreciated for being user-friendly.

Together with a DNV GL representative, a project team from Total has been travelling around the world training super-users in the company. They have been educating their Total colleagues to use Synergi Life whenever HSE relevant incidents occur - be it big or small.



Gerard Bachoué and Claudie Jover

TOTAL IN BRIEF

Through its presence in 130 countries all over the globe, Total covers the whole supply chain within the oil, gas and energy industry.

PROFILE

- Customer name: Total
- Web address: www.total.com
- Market: Oil, gas and energy
- Employees: 100,000
- Users: 3000

BRIEF ACCOUNT

Why we chose DNV GL - Software

- Superior research and development
- Synergi Life meets Total's high quality demands

This is what we gained:

- A complete online overview of risk management in all of Total's activities
 - Reports and statistics from data gathered in one single database
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