

# Success Story: Expro



*How can we gain a competitive advantage by streamlining processes?*

## About Expro

Expro is a leading international oil services and flow management company.

It provides petrochemical companies around the world with the services and products they need to measure, improve, and control their processes and products. Headquartered in the UK, Expro employs more than 4,500 people in 50 countries.



## Challenges

Expro has a large engineering department with 70 engineers specializing in petrochemical products and systems. The challenges Expro faces before implementation are common to all advanced engineering companies.

Expro has experienced significant growth in recent years, both through its own growth and through strategic acquisitions. Like any growing company, Expro needs to review and review its existing processes and procedures to adapt them to its growth strategy.

One of Expro's challenges is to effectively manage and control its design processes and all associated documentation. Thus having better identification and better monitoring of the status of documents was a key objective for Expro. All engineers and manufacturers must be assured of working from the latest versions. With a growing product portfolio, it was essential to be able to effectively monitor product reviews, identify in which complex blends the products were used, and analyze the impact of a change on each instance.

### Expro in a few figures:

- Established in 1973
- More than 4,500 employees
- A presence in more than 50 countries
- Income of 609.7 million euros in 2008
- Revenue growth of 18% in 2008

### d2m3:

d2m3 is a consulting firm specializing in design and evolution management software. Located in the UK, d2m3 is one of Lascom's major partners at European level through its knowledge of design processes and its ability to understand customer needs and translate them into a software application.

# The Lascom solution - d2m3

Expro was aware that a software solution had to be put in place that could address all these problems:

- ⊖ monitoring revisions to technical documentation
- ⊖ Impact analysis of design changes
- ⊖ Audit all design changes

Expro has decided to implement a solution that meets its immediate needs but also with the desire to extend the system to other sectors of the company in the future.

The initial solution allowed Expro to manage all the product documentation from the initial plans to the finished products in a structured and secure manner. Expro now has full visibility of all documents, their statuses, their versions, their revisions but also all details related to changes and changes: who, what, when and why these changes were made.

Simple and fully secure access through the web was an important element in enabling Expro's global network of industries and agencies to share and collaborate within a common repository of all documents and project-related information. Expro can now easily respond to requests from customers who want direct access to the documentation by providing them with restricted access to the application over the Internet, regardless of their geographic location.

Impact analysis is a critical feature that allows Expro to quickly isolate all instances and assemblies where a targeted item is being used. So design engineers have all the strategic information before making changes to a product.

## Benefits

Expro now has a reliable and secure way to control all aspects of its products and project information.

- ⊖ ISO9001 compliance is defined by Lascom ICS and does not require explicit detail in compliance documentation
- ⊖ Global deployment and access to project information is simplified with an application that requires no installation on the user post
- ⊖ Expro now responds in record time to any failure or change by immediately identifying the causes and implications
- ⊖ Users access documents externally and securely, saving time and money on paper distribution and production

## Conclusion

The alliance between the Lascom ICS app and d2m3 has several strengths:

- ⊖ An ability to fully understand the customer's business requirements and translate them into the application
- ⊖ A dynamic and flexible solution that can evolve with the development of the customer's needs and business
- ⊖ A solution at a competitive price

Lascom ICS is now used by Expro to manage all of its product data management needs and their evolutions. Expro operates in a sector that faces very strict regulatory and compliance constraints. Thus every aspect of its activities must meet these extremely high standards, and the Lascom ICS application supports them in this process.

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### The app:

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- ⊖ One of Expro's global benchmarks
  - ⊖ More than 150,000 managed references
  - ⊖ Several caches distributed: 2 in the USA, 2 in England, 1 in Norway and 1 in Rio
  - ⊖ More than 300 users
  - ⊖ A very significant productivity gain
  - ⊖ Easier response to customer quality audits
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