

Business Need

Deploy a centralized system for BHP Petroleum to collect, track and manage data from the company's daily production and exploration activities

Solution

FootPrints – 100% web-based help desk and customer problem management software

Key Features for BHP

- Web-based platform offers simple, global access from any standard browser
- Extensive security features offer multi-level access and control
- Central repository develops extensive knowledge base for ongoing reference and self-directed help

Results

- Faster loading and tracking of daily activities
- More than 280 jobs logged in two months
- Improved communication among various user groups
- Instant access to knowledge base for meetings and reports

How BHP Uses FootPrints: Internal Help Desk, Issue Tracking, and Knowledge Management

How can the petroleum division of a global, diversified resources company easily log, track and manage its daily activities around the world? BHP Petroleum's Information Systems Department installed UniPress® Software's FootPrints®, enabling users to easily input project details into a centralized help desk and knowledge management tool.



BHP Petroleum is a wholly-owned subsidiary of BHP Ltd., the leading international diversified resources company with a major presence in energy, steel, and a range of minerals. Based in Australia, BHP Petroleum's core business is focused on international oil and gas exploration and production, with major producing assets in Australia, the UK, the Gulf of Mexico (US), and Bolivia.

Business Challenge

The IS Department within the London office of BHP Petroleum manages the information technology (IT) systems and technical applications needed to coordinate and track the company's daily production and exploration activities in Europe, Africa, and the Middle East. BHP closely monitors its production and exploration efforts, loading data into several databases, where it is reviewed, analyzed, and stored for future reference. To streamline this process across its local workforce, BHP needed a tool that could create a virtual audit trail of data loading jobs, centrally manage its data management activities, and track the input and tasks associated with each assignment.

"We needed something more intuitive than our IS Help Desk solution, giving us the flexibility to closely coordinate data from various sources on a daily basis," explained Nick Larcombe, Data Management Coordinator of BHP Petroleum. "To properly input and review our day-to-day operations, we needed a global knowledge management system like FootPrints that could offer an internal help desk, enabling users to easily access and exchange information, tasks and issues."

Key Requirements

BHP's business is highly competitive and requires that the company account for the time and cost spent on each job. To support this need, BHP wanted an easy-to-use solution such as FootPrints to simplify the logging of activities on a daily basis, and automatically track the time to complete each task. The company recognized that a web-based system could further streamline the process of loading, managing, and moving critical project data. Ease-of-use and flexibility were key – logging a job needed to take less time than completing the job itself.

To synchronize project details for all users, BHP also needed to automatically alert users of new issues and status via email. Finally, it was important to store data in an online knowledge base and build historical audit trails to support project reviews, management reports, and team meetings. To streamline data management, BHP Petroleum installed FootPrints, UniPress Software's web-based help desk and customer problem management software, at its Information Services Department. FootPrints provides a scalable, low-cost solution to track, manage, and report on issues and activities, while building a comprehensive knowledge base online for fast, easy reference.

The FootPrints Solution @ BHP Petroleum

FootPrints is extremely easy-to-use and can be quickly deployed without requiring additional software or training. BHP was able to deploy FootPrints on its central web server in less than a day, enabling users to instantly input and share information from any location. All functionality can be easily accessed from any standard web browser. No client software is needed.

“Compared to other solutions, FootPrints offered the most value. Combining a range of features and functionality at an attractive price, it offered the perfect pricing model for an organization of our size,” explained Mr. Larcombe. “Within hours, we were able to quickly install the solution out-of-the-box, and instantly customize FootPrints to support our business needs.”

Once FootPrints was installed, employees quickly embraced the system, and were highly receptive to its speed and simplicity. To log a job, users simply enter the relevant data into FootPrints. As various processes, parameters and other details are defined, they are linked to their respective files within FootPrints – enabling employees throughout BHP to login at any time to view, update, and access information. FootPrints’ web orientation makes it a snap for users in remote locations to centrally move and manage data, and instantly submit issues and information. Users can easily customize their screens to offer fast access to specific data, using simple menus, web forms, and pull-down lists.

To help BHP better manage and track daily activities, FootPrints coordinates issues and events for all views throughout the world, prioritizes action items, and assigns responsibilities, notifying relevant staff of activity via email and the web. At the same time, the system automatically builds a centralized repository of all transactions, enabling users to easily reference previously entered data and search for solutions. With FootPrints’ powerful, built-in searching and reporting tools, users can quickly navigate the comprehensive database at anytime, from any location.

Business Benefits

With FootPrints, BHP Petroleum has simplified the process of collating all the data management activities within Technical Computing, improving employee productivity and streamlining business operations. Entering information about a particular job takes a matter of minutes. Since the FootPrints installation, BHP has logged hundreds of jobs, all of which can be easily accessed and searched online. All administration can be managed online from any location.

By making all information centrally and publicly shared via the web, FootPrints has significantly improved communication throughout BHP. Users are well-informed and can easily collaborate on projects, and have the capability to locate critical information, including project histories, real-time status for group meetings, and management reports.

Looking ahead, BHP Petroleum plans to install FootPrints at its Melbourne and Houston locations, creating a global working environment for users to communicate and collaborate, and further streamline their data management activities.

About UniPress Software, Inc.

UniPress Software, Inc. develops award-winning, web-based help desk and customer problem management software tools – without high costs, programming, and complex administration. Our comprehensive yet easy-to-use solutions help organizations reduce support costs, speed customer problem resolution, and improve workflow. The FootPrints® product line includes FootPrints and FootPrints for Exchange, along with integrated add-on tools for automatic asset discovery and tracking, integration with Microsoft® SMS Asset Management, dynamic access to existing contact records in LDAP-based address books (including Microsoft Exchange 5.5, Microsoft Exchange 2000, and Active Directory™) email encryption, change and configuration management, and live eSupport and diagnostics. The FootPrints products have over 150,000 active users at corporate organizations, government offices, and educational institutions worldwide. UniPress has been developing and marketing software for 20 years, serving more than 22,000 customers since its inception in 1983.

For more information, contact UniPress at 732.287.2100 or visit our site at unipress.com.



2025 Lincoln Highway, Edison, NJ 08817 USA ■ 800.222.0550 ■ Tel: 732.287.2100 ■ Fax: 732.287.4929