Deployment of a Collaborative Working Environnement

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Coll@borate
Communicate
Share
Innovate

Schlumberger

Agenda

- Collaboration project objectives and expected benefits
- Pilot population and Infrastructure
- Project organization and team
- Pilot Results
  - Adoption
  - User Feedback
  - Lessons learned
- GO Decision?
- Rollout Plan (when GO)

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- Schlumberger Limited (NYSE:SLB) is the world's leading oilfield services company supplying technology, information solutions and integrated project management that optimize reservoir performance for customers working in the oil and gas industry.

  - Founded in 1926,

  - $23.28 billion operating revenue(FY07)

  - 80,000 employees of 140 nationalities

  - Operating in approximately 80 countries

  - 23 research and engineering facilities worldwide

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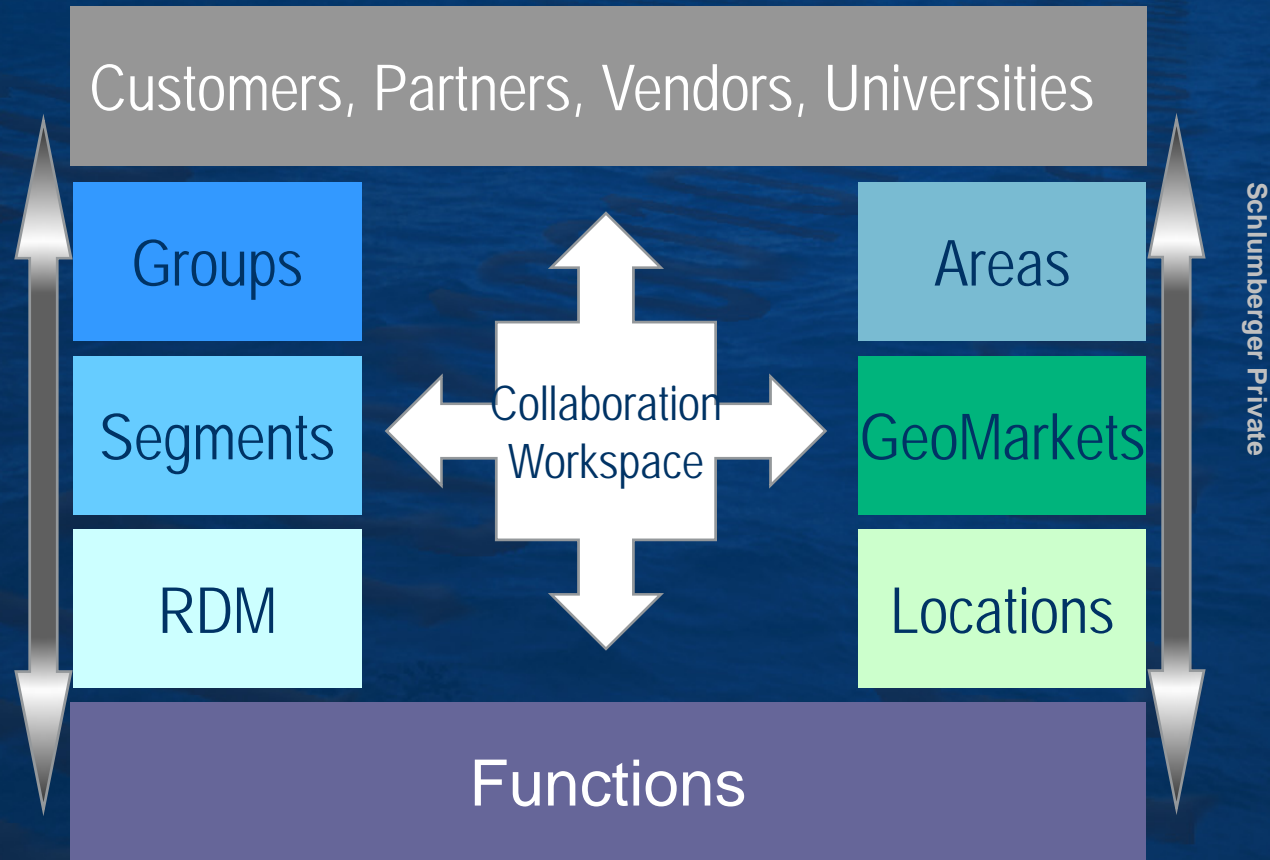Schlumberger

Business Objectives

Collaborate
- Within each community
- Across communities
- Virtual teams
- With the outside

Enable
- Decision Making
- Project Management
- Operational processes
- Functional processes

Decision by
- Top management (EVP+CTO+CIO)

Customers, Partners, Vendors, Universities

Groups

Segments

RDM

Collaboration Workspace

Areas

GeoMarkets

Locations

Functions

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Expected Benefits - Intangible

Changing the way SLB works
- Virtual team collaboration/project execution
- Virtual training on demand
- Technical support model
- Customer interaction options

Communication & searching for information
- More structured individual information & search
- Improved search for expertise

Employee motivation
- Improved user experience from integrated tools

Platform for KM

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Expected Benefits – "Tangible"

Improved efficiency
- "time to find people"
- "time to set-up meetings"
- "time to exchange docs & compile"
- "time to complete business process"

Lower Costs
- Reduce licenses costs
- Reduce Travel
- Reduce IT support costs

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Schlumberger Environment

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Schlumberger Environment - Users

- ~55,000 IT users

- 100% POP email
- 50% Eudora mail client

- 1 Corporate calendar
- Corporate portal and CM
- Corporate search, corp. directory
- 44,000 CVs, 300 forums (BBs)
- Internal Wikipedia, translation tools

- 15,000 IM users
- Low Webcam use

- 1 Standard image on PC
- 90% Laptop

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Schlumberger Environment - Infrastructure

- Global 4 band QoS MPLS
- 50% of sites w/ BW < 1M, 80% < 2M
- 50% of Users w/ KB/User <20, 80% < 50

- 40 Standardized POP mail servers

- 25% of sites use VoIP
- 10,000 IPT phones
- 420 Tandberg VC units

- 3 Data Centers worldwide

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Pilot Scope - Users

- 2300 Pilot users
- Executive Pilot
  - CEO and direct reports
  - All Area, Group, & Segment Presidents
  - HQ staff
  - Paris & Houston corporate offices
- R&D Center Pilot
  - Cambridge, Boston
  - Houston, Oslo
  - Novosibirsk
- IT Pilot
  - All IT Support worldwide
  - All IT Staff

- Tools
  - Office 2007 Pro Plus
  - Microsoft Office Communicator 2007
  - Transend migration tool

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Pilot Scope - Infrastructure

- Single instance of Coll@borate (NL)
  - **Microsoft Exchange Server** 2007

  - **Microsoft Office Communications Server** 2007

  - Office 2007 SharePoint Server
- Additional Microsoft items
  - ForFront Services
  - ISA Server
  - ADFS, RM Services
- Additional other items
  - Cisco CM, WAAS, Genesys

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Project organization

Sponsors & Steering Com.

Project PMO

- Risk & Issue tracking, …

Technical track

- Design and DC installation
  - **Exchange, OCS, SharePoint, SQL Server…**
- Infrastructure readiness
  - AD, network…
- User PC readiness
- User switch to Exchange
  - Data migration for Eudora
- System support
- Enhancements for SharePoint

Change Management track

- Training and coaching
  - Web based training w/ trainer
  - Best practices, weekly tips…
- Communication
  - Newsletter, FAQ
  - Goodies, competitions
  - Survey
- Leadership
  - Local champions
  - Site visits
- User functional Support

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Pilot timing and project team

- Timing of Pilot
  - Project launch: May 2007
  - Go-live: mid-December 2007
  - End of Pilot: April 2008
- Project team:
  - Schlumberger (5 people)
  - Contractors: Accenture/Avanade, Microsoft, others (IP Telephony, Training, Logo design, Goodies…)

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Pilot Results – Did the Pilot deliver the Functional Requirement?

✓ Presence
✓ Click to communicate
✓ Click to Share Application
✓ Single interface for email, calendar, voicemail, email folder sharing
✓ Check free/busy, invite/accept meetings, share/merge calendars, and group calendaring
✓ Seamless use of email, calendar, contacts, tasks on PC or Mobile

✓ Work over Internet w/o accessing SINet
✓ SharePoint TeamSpaces for small teams + w/ 3rd Parties
✓ SharePoint Portal
✓ SharePoint MySite
✓ SharePoint document sharing, Wikis, Blogs w/ search
✓ MOC federation with third parties
✓ Public IM federation
✓ Offline data synchronization via Groove

+ Rights Management service

✓ Completely fulfilled
✓ Partially fulfilled
✓ Not fulfilled

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Pilot Results – Adoption

Exchange

- ~2400 migrated
- ~195KB Inbox/Sent file size
- ~215 calendar items/user

Communicator

- 9000 users connected per day; 20000+ users in total
- 45,000 IMs/day
- 22+ contacts per user

SharePoint

- 200+ SharePoint TeamSpaces created (growing 5%/week)
- 900+ SharePoint MySites activated (growing 5%/week)
- 10+ GB information storage
- 23 contributors on average per TeamSpace

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Pilot Results – March User Survey Observations

- **User Satisfaction**
  - Over 50% were Enthusiastic, 14% Neutral+, 22% Neutral -, 11% Reluctant
  - IT, Managers, & Mobile users were the most Enthusiastic, R&D was most reluctant
  - Admins/PAs were more satisfied than other Non-IT users
  - Eudora users more reluctant than Outlook users, R&D was highly Eudora
  - Reluctance increases with seniority

- **User Awareness/Usage of suite of new features, migration tasks**
  - 35% considered Proficient, 24% Average, and 46% Low level
  - 72% of Outlook, 47% of Eudora, 80% of IT, 47% of Non-IT users self-migrated

- **Perception of Benefits**
  - 80% of Non-IT & 92% of IT users saw potential benefit of Coll@borate processes and tools to impact their jobs.
  - 37% of non-IT & 57% of IT users could make quicker decisions now
  - 80% of Admins/PAs reported better coordination with their colleagues

Pilot Results – User Feedback

Functionality

- ✓ Office 2007 interface
- ✓ Outlook/Exchange functionality
- ✓ Outlook integration w/ other Apps
- • Communicator
- • SharePoint Teamspaces(38% of the users)
- • SharePoint Portal
- ✓ SharePoint MySite
- • PC performance

Training & Change Management

- • 50% of users took training, too busy or self-taug
- ✓ Microsoft e-Learning got good reviews
- • Migration procedure
- • Business disruption
- ✓ Newsletters, Weekly tips
- • Management and Champion support

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Pilot Results - Lessons Learned

- ## User Migration
  - All SW staged onto PC prior to migration
  - Application settings needed optimization for performance
  - PC performance was poor on low end machines, those with old Application Add-ins
  - Virtual training adoption low, worthwhile if attended
  - Management leadership was not consistent

- ## Infrastructure Buildout
  - Lack of Active Directory maturity was/is a large issue
  - Security design are being addressed

Pilot Results – Outstanding Issues and Deliveries

- **Issues list**
  - Lack of Voice/Video control
  - LDAP -> Active Directory migration of authentication
  - Full migration testing with users prior to release
  - Integration with Tandberg
  - PC performance (addressed)
  - Exchange / Communicator disconnects (addressed)

- **Remaining deliveries**
  - Unified Messaging (Voice Mail in Exchange)
  - Click to Call w/ PBX(Genesys)
  - Compression (WAAS)
  - LDAP in GAL for Mobile
  - SharePoint TeamSpace federation

  + Rights Management

- **Functional deliveries**
  - SharePoint Governance
  - Records Management (later)

Coll@borate GO Decision?

- We have several major issues
  - Performance of the environment
  - Communicator stability
  - Active directory infrastructure
- Until these are resolved we are not in a position to roll out Microsoft's collaboration technology to the whole company
- We working on these issue, with the assistance of Microsoft.

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Rollout Plan (when GO is decided)

- **Migration pre-work and testing**

- **Infrastructure Build out**
  - 3 instances worldwide – Delft, Singapore, NAM
  - Potential for ~20 satellite Exchange servers + local WAAS compression boxes

- **User Migration**
  - Users migrated in 4 geographic "waves" (starting Dec 2008, during 1 year)
  - Exchange/Communicator migration will be applied to all users first. SharePoint provided to those users with an immediate need and then as opportunities are identified for specific groups
  - PC performance requirement raised
  - Training to be via e-Learning for Office and Outlook, by GM Champion for SharePoint. Local trainings organized by locations)
  - Eudora migration as a service for 25% of users, location pays

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Questions & Answers?

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