

## **Schlumberger**

As a leading international technical company selling products and services that improve the productivity of their customers, Schlumberger wanted to improve the efficiency of its own operations.

### **The Business**

Schlumberger is a global technology services company consisting of two business segments, Schlumberger Oilfield Services and SchlumbergerSema. Schlumberger Oilfield Services provides technology services and solutions to the international petroleum industry through two operating units: Reservoir Evaluation & Development and Schlumberger Information Solutions. Schlumberger Information Solutions and SchlumbergerSema provide IT consulting, systems integration, managed services and IP network security to the energy, telecommunications, utility, finance, transport, and public sector markets.

### **The Challenge**

As a leading international technical company selling products and services that improve the productivity of their customers, Schlumberger wanted to improve the efficiency of its own operations. Schlumberger had been operating like many companies in the Net Economy – buying the technology it needed to get systems and applications up and running as quickly as possible. As a result, Schlumberger had too many business applications scattered across their organization. Their goal was to remove redundancies and reduce costs by consolidating their content management services onto a single Internet platform. Schlumberger set out to create a standards- based Internet platform for their business applications that would allow them to easily add additional features, enhance their customer experience, and reduce their expenses.

### **The Stakes**

After years of implementing piecemeal technology, Schlumberger knew they needed to aggregate their business applications onto one platform if they wanted to stay competitive in the Net Economy. Schlumberger is committed to providing their customers with top-of-the-line technology. By choosing to implement a single platform, they are not only supporting their Web services of today, but they are ready for the Web services of tomorrow.

## **The Solution**

Although introduced to Schlumberger as a valued partner with iPlanet, eVentive acted independently to conduct a thorough comparison of all leading technology products that could integrate with Schlumberger's back-end system. After eVentive spent two months product testing and evaluating various technology components, they went back to Schlumberger with their conclusion: the iPlanet Platform™. Schlumberger wanted an open-standards approach for their Web services that would easily integrate with their existing applications. The open architecture of the iPlanet Platform not only supported their back-end system, but also drove down the critical cost factor.

To unify Schlumberger's management services, eVentive began building the new platform around an integrated suite of iPlanet products that provide a common location for storing user information, policy information, and security information. This is created through an open standards-based approach to delivering secure e-business. It strengthens security control by centralizing access control, yet Schlumberger's customers have the ability to access all applications and systems on the Web with only one entrance of their user-ID and password. At the core is an extremely scalable platform that can easily manage all Schlumberger's user information and has the high performance and reliability required by Schlumberger.

eVentive also incorporated a portal server into the initial offering. Built with open-standards, the server supports LDAP, XML, SSL, and Java™ technology. eVentive helped Schlumberger create a portal that aggregated all of their applications and services. Schlumberger is now able to personalize their portal for each customer in a consolidated smart Web format based on the user's preferences.

eVentive's in-depth knowledge of the iPlanet technology and close attention to the business needs of the company assisted Schlumberger in purchasing the right tools to implement their business objectives. They worked closely with Schlumberger to deploy the rest of the offering. They are integrating iPlanet products, which include servers for applications, web, calendar, and messaging. eVentive set up a framework that allowed Schlumberger to spend their time delivering value to their clients, rather than deal with infrastructure integration.

## **The Benefit**

Through eVentive's effort, Schlumberger now has the coherent framework and processes needed to provide their customers with an enhanced user experience. Unifying all their

data onto one central repository saves Schlumberger time and money by making their management incredibly simple – accounts can be created, maintained and deleted from a single point across all applications and systems.