

Customer Success Story

Total E&P UK Limited



SAP® Support Services

Long term support from a trusted partner

Absoft has a successful customer relationship with Total E&P UK Ltd in Aberdeen dating back to the inception of the SAP specialists in 1991.

It is a relationship that has evolved over the years with the increasing challenges facing operators to sustain efficient operations in upstream oil and gas.

The partnership has moved from strength to strength with the signing of a three year SAP support contract and options for a two year extension.

Integrated SAP support

Today, Absoft provides a combination of embedded SAP support, with a team of specialists based at Total's Aberdeen HQ, complemented by remote support from their Partner Centre of Expertise (PCoE) located in the city.

"It's very much an integrated approach" commented Absoft commercial director, Don Valentine. "As a consultancy, our business is completely dependent on the effectiveness of our people. Our ability to deliver a value added service is based upon establishing long term, and mutually beneficial relationships with our customers".

"This combined delivery method means Total's internal teams can access the additional SAP support they need from a single source that understands their business. Total can also, of course, draw upon the wider SAP expertise available within Absoft to take advantage of our broader knowledge and experience of upstream oil and gas".

Managed service

Absoft's SAP Netweaver® Managed Service offering was also included as part of the contract. The flagship technical support solution enables Absoft consultants to assume responsibility for the secured monitoring and patching of Total's SAP system landscape, with provision of an on-call service, available 24/7.

Customer background



Total E&P UK Ltd (TEPUK) is the UK upstream subsidiary of the Total SA Group, whose activities span some 130 countries worldwide.

Headquartered in Aberdeen, TEPUK owns and operates the greater Alwyn Area, which include the Alwyn North, Dunbar, Ellon, Grant, Forvie and Nuggets fields located approximately 420 km north east of Aberdeen.

TEPUK also operates the high pressure/high temperature Elgin/Franklin development which is located 240km east of Aberdeen. For more information visit: www.total.com



Combined expertise

Located onsite, Absoft's embedded SAP experts have developed intimate knowledge of Total's systems and processes to support key objectives within:

- HR
- Finance
- Joint Venture Accounting
- Operations and Maintenance
- Supply Chain Management
- Projects

Absoft consultants combine first-hand experience of upstream business processes and SAP technical knowledge to provide continued support for improvement initiatives within these disciplines.

Return on investment

Absoft has been a trusted partner in the continued development of Total's SAP system in Aberdeen for over twenty years.

The most recent example includes Absoft's implementation of the SAP Remote Logistics Management (RLM) module which is designed to improve logistics processes for supplying materials between central warehouses and remote locations. With Absoft's assistance, Total is implementing a global RLM solution that focuses specifically on optimising material distribution offshore, including the inbound returns process and a voyage management dashboard. By streamlining these processes, Total will be able to produce efficiencies across its supply chain.

Don Valentine commented on the continued support to help optimise SAP operations: "Absoft and Total have worked together for many years. We have jointly adapted to the changing demands and prevailing cost challenges facing the industry and we look forward to working together to co-innovate ways of sustaining efficient operations and maximising the return on their investment in SAP".

**For more information call Absoft on +44 (0)1224 707088
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About Absoft



Absoft is a leading SAP specialist for upstream oil and gas with implementations across 40 countries worldwide since 1991.

For more information visit:

www.absoft.co.uk