

HALLIBURTON



Halliburton

SUMTOTAL® CUSTOMER SUCCESS

▶ THE COMPANY

Halliburton Energy Services is a major operating group within Halliburton, one of the world's largest providers of products and services to the petroleum and energy industries. Founded in 1919, Halliburton has grown to 85,000 employees in more than 100 countries.

SumTotal[®]

STRONG TEAM, STRONG BUSINESS.

CASE STUDY

Halliburton

Industry
Oil & gas

Geography
130 countries

Goal
Create an integrated learning infrastructure to maximize the return on investment in Halliburton's SAP implementation

Results

- Accelerated rollout of SAP to highly skilled workers around the globe
- 13,000 employees "SAP-ready" in six months, with over 130,000 hours of online training completed within first 10 months and 75% of SAP training delivered online
- Direct savings of \$6.6 million on overall training costs plus \$1.8 million in travel-related costs the first year
- Streamlined upgrade from SAP Release 3.1 to SAP Release 4.6 by compressing the SAP education cycle

Business units within the Halliburton Energy Services group provide an extensive portfolio of products, services and integrated solutions for oil and gas exploration, development and production. The group serves major, national and independent oil and gas companies with capabilities ranging from the initial evaluation of producing formations, to drilling, completion and production enhancement and well maintenance. Halliburton helps these customers decrease operational costs and capital expenditures while increasing oil reserves and production using its innovative technologies and solutions.

Halliburton Energy Services standardized on the SumTotal Enterprise Suite™ in 2001 to power "iLearn," a just-in-time blended learning environment. The initiative was designed to unify numerous training and compliance tracking systems acquired through years of mergers and acquisitions, and provide the learning infrastructure

for its planned global deployment of an SAP system. The SumTotal solution was selected because of its vendor-certified integration with SAP; global customer service; ability to support more than 20 languages in a single instance of the application; and its robust domain structure for personalizing learning in specific geographies and business units. The SumTotal-based system allows

Within six months of going live with SAP, Halliburton trained more than 13,000 users on the new business processes and saved an estimated \$1.8 million in travel-related costs using SumTotal.

sales, product, customer service and field representatives around the globe to improve their knowledge in areas such as Health, Safety & Environment; Technical Training (including patented processes and services); Leadership Development; and Management Training.

SumTotal Systems offers hundreds of instructor-led and self-paced online courses on business processes and technical topics specific to Halliburton's products and services, such as hazard communications, export compliance — even simulators that teach workers how to operate its massive "mountain mover" equipment. Using a web browser, employees and managers can tailor

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development performance plans based on an individual's roles and responsibilities, track their learning activities and report completion and compliance.

The system is accelerating the time to market for its product innovations by making learning activities available to highly skilled workers in the field. From new measurement sensors for high-pressure, corrosive drilling, to new chemistry formulations that can be applied to wells, iLearn ensures that workers are thoroughly trained on how to implement these solutions safely and effectively.

▶ Integrating Learning Management and Knowledge Sharing to Boost ERP ROI

SumTotal is playing a major role in helping Halliburton derive greater value from its SAP Enterprise Resource Planning (ERP) initiative. In 1999, Halliburton made a strategic investment in SAP to streamline mission-critical business processes and automate operational workflow and tasks in key functional areas. Given the magnitude of the ERP rollout, long-term success hinged on assuring that users rapidly adopted the system by empowering them to drive the anticipated business results.

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Halliburton took a highly innovative approach by tightly integrating SumTotal directly with its SAP infrastructure and mapping personnel location, job roles, and other relevant employee information between the learning and ERP

environments. With SumTotal's specialized learning capabilities, the framework provides employees with a familiar and easy-to-use environment to understand and embrace the complex array of new processes and features in SAP. This fosters a unique, continuous ERP learning model where users can optimize their interaction with the ERP system, and apply new processes that link directly to Halliburton's evolving business objectives.

In the first 10 months, Halliburton delivered more than 133,000 hours of virtual training... contributing to **direct savings of \$6.6 million on overall training costs the first year.**

This success has fueled a global "knowledge community" where experts address questions and share their expertise and best practices on the SAP modules.

SumTotal is also boosting the real-time delivery of online courses by providing domain experts with tools for quickly creating and disseminating curriculum on new business processes in SAP, as well as other technology innovations and business topics. From their desktop, content providers select

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courseware development templates and storyboarding tools that instantly transform text, graphics, audio and video into virtual courses.

Halliburton is now focusing on applying learning measurement and analytics by using SumTotal to correlate learning activities with the key success factors for its ERP system. For example, the company has developed an auditing process to identify qualitative measures regarding training effectiveness and SAP user adoption at its facilities. The company is developing quantitative measures to assess how training is helping various locations optimize their use of SAP to trim operating expenses, increase productivity, and drive revenue gains.

▶ Assuring Government Compliance

Halliburton has established a strong commitment and core value in the area of Health, Safety and Environment (HSE) through its vision “to create an incident-free environment and to conduct business with no adverse environmental impact.” SumTotal is contributing to the company’s leadership in this area by reinforcing and integrating best practices and industry standards within its learning activities. The system has helped the company reduce compliance costs by linking these learning activities to internal auditing efforts and streamline the process of reporting compliance to regulatory bodies such as OSHA and the EPA.

For more information, please contact us at +1 650 934 9500, or toll-free at +1 866 768 6825, or via email at sales@sumtotalsystems.com.

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