

CUSTOMER SUCCESS STORY

How a data-driven approach and actionable insights drove operational excellence, ongoing improvements, and cost reduction for Scientific Drilling

THE CHALLENGE

Not satisfied as a premiere provider of directional drilling equipment and high value services, Scientific Drilling's long-term goal is to be the "ultimate partner in wellbore placement." To achieve this vision, over the past five years Scientific Drilling has doubled-down on their commitment to tool performance, strategic cost reduction, and process optimization to provide best-in-class technology and customer service.

Rob McKee, SVP of Manufacturing and Product Support, was tasked with driving the reliability component of these performance improvements. As a former reliability engineer for the International Space Station program at Johnson Space Center, Rob knew this would take a highly methodical approach. To get this done, his team would need to focus their resources on optimizing specific areas of their operations by evaluating the key drivers of customer value, such as process controls, change management, and quality. Based on this, the team quickly recognized the need to integrate in-depth data analysis into their repair processes at Scientific Drilling's motor shops.

SUCCESS CRITERIA

- » Digital workflows for standard assembly, disassembly, and repair procedures.
- » Actionable insights and quick visibility into quality workflows within drill motor shops
- » Near real-time data collection during repair operations using a intuitive and versatile tool
- » 100% conformance to process standards during assembly, disassembly, and internal and external inspection
- » Measurable improvements in cost and reliability for an improved customer experience

COMPANY BACKGROUND

Scientific Drilling International (Scientific Drilling) is a leading directional drilling services provider with headquarters in Houston, TX and nearly 40 locations across 26 countries.



"As a team, we have been impressed at the simplicity and versatility of the system. It sets the benchmark when it comes to time and ease of implementation"

Rob McKee
Senior Vice President
of Manufacturing
and Product Support

THE SOLUTION

- » Parsable's intuitive user interface enabled the Scientific Drilling team to quickly and easily integrate standard work instructions and procedures for all processes related to drill motor assembly, disassembly, and repair into digital workflows on the platform in just 8 weeks.
- » Along with accessing digital workflows with inline procedural content and executing work on the go, users could collaborate among repair technicians which meant each process step could be executed seamlessly from start to finish.
- » Supervisors at Scientific Drilling used Parsable to digitally oversee motor repair workflows, ensure quality, and iterate their operations quickly.
- » With access to execution data, Scientific Drilling was able to make knowledgeable decisions from the data and has become a continuous source of actionable process and technology improvement.

THE RESULTS



Reduce inaccurate "non-conformance" reports by 95%



Paperless in all US repair facilities



Analysis completed 10-20x faster



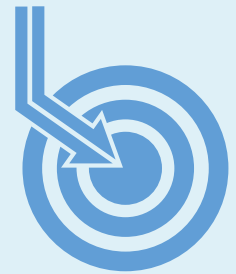
10x reduction in repair cost variance



Activity time decreased from 30 days to 2 days



Rollout completed in 8 weeks



With the data captured in Parsable, Scientific Drilling can now do analysis in

10-20x
less time.



Get New Data Today

Tap into powerful frontline work activity data and get new insights into the variables that are impacting your operations.

caisoft.com/parsable
info@caisoft.com