

# Access Sciences

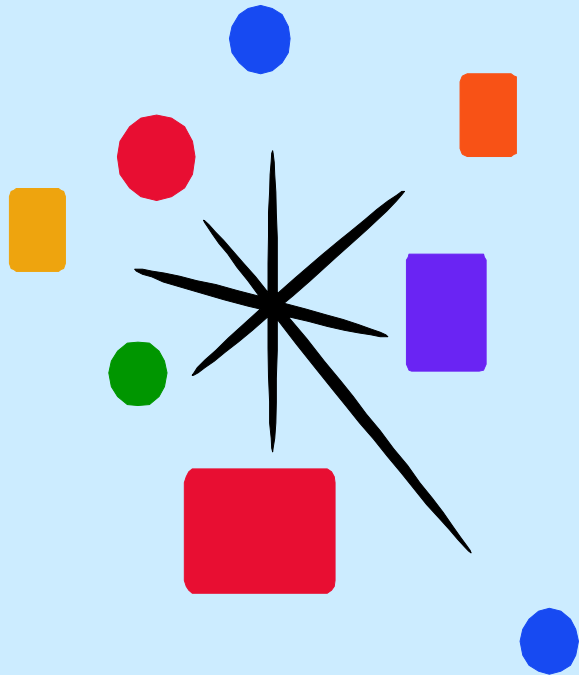
## ECRM in the Oil Patch

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# Oil Industry Perspective

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- Current Drivers
- Industry Trends
- Issues
- Implementations
- Observations

# Current Drivers

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- Compliance
  - SOX, SEC, FERC, etc.
  - Discovery
- Productivity
  - Information access
  - Knowledge Management
  - Collaboration

# Industry Trends

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- Cost control
- Centralization
- Outsourcing
- Off-shoring
- Litigations

# Issues

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- Discovery
  - Litigation
    - ESI Mapping (Rule 26(f) Prep)
    - Cost of legal review
  - Investigations
- Management of content
- Aging workforce

# Implementations

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- Client A
  - Legacy Documentum
  - Minimal centralization
  - BU Leaders Accountable
- Client B
  - SharePoint 2007
  - Portion of system upgrade program
  - Global initiative

# Implementations (Continued)

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- Client C
  - OpenText
  - Strong centralization
  - Business Involvement
- Client D
  - FileNet
  - Global PMO
  - Local Implementation

# Common Threads

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- Not a technology problem
- Organizational Change Management is critical
- Multiple consulting firms
  - No one company can do it all
- Standardization

# Observations

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- Best Practice
  - General Counsel / CFO own the project
  - Business must be engaged at all levels
- Lessons Learned
  - Products are coming along but are not 100%
    - Do you customize now or wait for improvements
  - Must have the business involved at all levels
    - This isn't a SAP type of implementation
  - Get your file plan, retention schedule, governance structure, training programs in place before implementation