

Energy Trading & Risk Management (ETRM) Implementation

Global Integrated Energy Company

The client is an Oil & Gas supermajor with annual revenues over \$100B, operations in 180 countries, and over 55,000 employees. The client is engaged in every aspect of the oil, natural gas, and geothermal energy industries, including hydrocarbon exploration and production; refining, marketing and transport; chemicals manufacturing and sales; and power generation.



Challenge

- The client was implementing an ETRM system (Endur) to 200 users in the U.S. and Canada
- The objectives were to:
 - Provide an integrated, scalable front to back office system
 - Expand business capabilities
 - Enable more complex trading
 - Improve visibility to P&L and risk
 - Improve business intelligence

Solution

- Provided full suite of change management services to support the implementation
- Developed Executive Team to promote business support and leadership of project
- Conducted information sessions with 150+ users to develop awareness and understanding of the project
- Launched monthly newsletter and project web site
- Assigned communication champions for each functional area to ensure project alignment with the business
- Conducted system demos with all users, as well as What's In It for Me" sessions
- Developed 28 training modules and conducted 150+ hours of classroom training
- Conducted Parallel Testing kick-off meetings and provided users with Start Kits to aid them with the transition

Benefits

- Achieved full business participation in multi-month parallel system / data entry interim state
- Required minimal post go live support and no significant go live "surprises"
- Realized desired capabilities related to Position Management, Risk Management and Daily P&L
- Successfully transitioned 200 users to Endur to support future state within the constraints of a real-time trading organization

