

# SWORD

UPGRADE YOUR BUSINESS

## Collaboration Workspace



### Customer Details

Mustang Engineering, L.P.  
[www.mustangeng.com](http://www.mustangeng.com)

### Industry

Oil & Gas

### Challenges

- Increased complexity of document processing and data flow was leading to project delays.
- Multiple data silos made it difficult to share information among project team members.
- Lacked an effective audit trail.

### Results

- Streamlined document management business processes
- Improved document management and workflow flexibility
- Standardized its collaboration platform
- Enabled more efficient and seamless project execution
- Improved client satisfaction
- Increased International expansion

# Mustang Engineering

## Mustang Engineering Streamlines Business Processes and Improves Client Satisfaction with Collaboration Workspace.

### Background

Mustang has established a worldwide reputation for quality engineering design and project management services to the upstream oil and gas, process plants, pipeline, automation and control, and process and industrial industries. Performing with energy, innovation, excellence and quality, Mustang provides a full range of services from engineering and construction management of offshore structures and onshore production facilities to design and inspection of pipeline projects.

### The Challenge

Every project Mustang works on generates thousands of drawings, plans, specifications, datasheets and related documents that must be reviewed by internal team members, external contractors and, of course, the client. The sheer volume of project documentation and the increasing complexity of the business processes surrounding these documents were beginning to create a number of challenges for Mustang.

Items such as email, courier packs and network storage sites were resulting in data silos that made it difficult to share information. These data silos were also raising other concerns such as data security, version control, establishing an audit trail and avoiding unnecessary delays - not to mention the additional cost of document reproduction and couriers to handle paper transfers, which could lead to additional delays and expense.

The company recognized that it needed a more effective and efficient way to manage document processing and data flow and to ensure that all the parties involved had fast, easy and secure access to the information they needed.

### The Solution

To facilitate team collaboration and streamline document management, Mustang adopted Collaboration Workspace, an enterprise content collaboration solution delivered via a SaaS (Software as a Service) platform. Collaboration Workspace combines document management, business process management and business intelligence into an integrated solution with a low total cost of ownership.

Mustang uses Collaboration Workspace to store essential project documents and to manage workflow and approvals. The system allows project stakeholders immediate online access to critical documents, complete with an audit trail and built-in management tracking. Therefore, regardless of location, team members can access the latest document version with the most recent comments. The result is faster project completions with fewer change orders, leading to substantial savings of both time and money.

## The Results

### ***Streamlined Processes and increased Client Satisfaction***

According to Stephen Kersch, head of Mustang's Project Information Management Group, the value that Collaboration Workspace has delivered in terms of streamlined business processes, improved execution and increased client satisfaction has been substantial.

For instance, requiring all participating vendors to submit their documents via Collaboration Workspace has streamlined the submission, review and return of documents to the vendor. This has greatly shortened the turnaround cycle by a minimum of four days for every vendor package. In one case, Mustang was able to handle procurement and vendor document processing to purchase more than \$12 million of equipment in approximately six weeks, instead of the 10 to 12 weeks scheduled for this phase of the work.

### ***Enabled International Expansion***

Kersch also noted that using a web-based document management and collaboration strategy has been essential to the success of Mustang's growing international business. Most of Mustang's projects typically require the collaboration of project team members, subcontractors and fabrication/construction contractors from around the world.

In one recent large project, the Houston-based project team had to coordinate engineering and design efforts with an international engineering and design firm based in Caracas, Venezuela. In addition, several international fabrication and equipment suppliers were involved in the project. The only practical and cost-effective way to share documents and track the progress of the project was to use Collaboration Workspace for document management and collaboration.

### ***Improved Flexibility***

Another advantage for Mustang has been Collaboration Workspace's ease of configuration. "Every client is different and every project manager is different," Kersch noted. "And

with Collaboration Workspace we can create templates and functionality to meet the customized needs of each project team. Sword CTSpace's technical support team has been a real asset in providing information to assist in configuring the product to meet Mustang's varied project requirements, it helps that the tech support team is made up of consultants and field applications engineers with background in our industry. They truly understand our world," Kersch added.

### ***Integration with Clients' Systems***

At the same time, Mustang works with some of the largest companies in the world - including BP, Chevron, Texaco, Exxon/Mobil and Shell - many of which have their own established document and project management or collaboration systems. Mustang's best-in-class project execution sometimes requires integration with the client's existing software applications.

For instance, recent projects for some of these clients have required Mustang to use Documentum® and ProjectWise® for document management. For most of these projects, Mustang used Collaboration Workspace during the engineering, procurement and construction management phases to execute the work and collaborate among multiple parties. The clients' software applications were used only as a document repository. Using Collaboration Workspace to facilitate collaboration, impose workflow controls and act as the existing document storage system during these phases simplified the process and helped to achieve an efficient and seamless execution for all parties.

### ***Standardized Collaboration Platform***

Kersch added that Collaboration Workspace has proven to work so well for Mustang that the company's project teams are starting to standardize on Collaboration Workspace as their enterprise content collaboration platform. "Customers demand that we remain forward-looking and provide the best solutions available in the market," he said. "We need to deploy tools that are not only useful but easy to use. That's why we have standardized on Collaboration Workspace."

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*"The value that Sword has delivered in terms of streamlined business process automation, improved execution and increased client satisfaction has been substantial."*

Stephen Kersch, head of Mustang's Project Information Management Group

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