



Shell EP

SUMTOTAL® CUSTOMER SUCCESS

▶ THE COMPANY

The SumTotal™ Systems Solution Keeps Shell Competitive

Recent economic shifts have meant that Shell EP (Exploration and Production) must produce oil and gas against fluctuating prices while still providing innovative technical solutions that meet current and future environmental, health, and safety standards. To ensure that the same standards are met globally, training must be swift and worldwide.

SumTotal provides Shell EP with a seamless global learning package, a flexible learning solution that can be used anywhere in the world through Shell's intranet.

SumTotal®

STRONG TEAM, STRONG BUSINESS.

CASE STUDY

Shell EP

▶ THE CHALLENGE

Developing innovative methods of exploration and production are core objectives for Shell EP. To meet them and to maintain an advantage in a highly competitive market, the company must stay in tune with rapid technological development and changes in the worldwide regulatory landscape. That requires a fluid, highly skilled, knowledgeable workforce.

To ensure that the same high standards are met globally, training must be delivered quickly across Shell's worldwide businesses. Project teams must also be given the right levels of technical training to increase efficiency and productivity.

High quality education programs provide other benefits as well. According to Paul Wood, Learning Technology team leader, "Shell employs an incredibly diverse group of people across the globe, and we need to offer them opportunities to get the most out of their careers at Shell in terms of their personal and professional development. In return, Shell benefits from one of the most skilled and motivated workforces in the industry."

Unfortunately, budgetary and resource constraints meant that Shell's local managers were often faced with the difficult choice of sacrificing training for

“ *The successful combination of the SumTotal platform and their support team provides a customer-centric model to deliver solutions to an increasingly competitive marketplace.* ”

- **Paul Wood**,
Team Leader Learning
Technology, Shell EP

productivity or vice versa. This situation posed serious challenges for the training team at the Shell Learning Center. It was clear that traditional classroom-based training could no longer ensure employees equal access to the same high levels of training no matter where or in what part of the organization they worked. Shell EP decided to transform its existing training programs into one fully manageable, global learning solution.

▶ THE SUMTOTAL SOLUTION

The team at the Shell Learning Center developed a concept and a set of specifications for a global learning solution that could meet their needs. After evaluating a host of learning products and solutions, Shell EP selected the SumTotal.

As Wood explains it, "We looked at several options, but SumTotal certainly stood out. It offered platform scalability and flexibility that we couldn't find elsewhere.

CASE STUDY

Shell EP

A prime consideration was SumTotal's open architecture, allowing Shell to introduce its own workflow, desired features, and look and feel. In addition, the SumTotal was very supportive and flexible during their consultancy phase. They have been knowledgeable and helpful throughout the whole implementation."

SumTotal provides Shell EP with a flexible, easily accessible learning solution that can be used anywhere in the world at any time through Shell's intranet. As a complete Internet-based platform, SumTotal allows Shell to plan and provide learning solutions that are based on job performance and productivity, something that proved problematic with the legacy system.

Shell's learning program is self-service, with online registration for all types of learning events, and course assessments through a browser. The post-test option ensures that Shell employees are constantly aware of meeting their personal objectives as well as those of the organization, and their developing skills are recognized organization-wide. In addition, the single underlying data structure allows real-time interaction between registration, demographics, and scoring information.

Wood notes that, "e-learning is enabling us to deliver true global expertise in technical skills. SumTotal offers a flexible solution with a sensible commercial arrangement. This is definitely a "win-win" relationship for all concerned."

Currently, Shell EP has 4,000 registered users. The company expects that by next year over a third of its workforce more than 10,000 workers will benefit from the new system. Looking ahead, Wood says, "This is only the start for us, and we are extremely excited about the future. I am convinced that e-learning is going to be key to the success of our learning business in the coming years. It's going to create opportunities that we never before knew existed."

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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