

NobleTech Case Study: ESR Technology / HOIS

Interactive Knowledge Base Upgrade

Challenges

With member organisations covering a wide geographical area, including Europe and North and South America, HOIS members are heavily reliant on inspection information stored in the HOIS Interactive Knowledge Base. When a server upgrade and migration to a new operating system were required, NobleTech were appointed to modernise and re-architect the underlying software and to implement the server upgrade. Part of the brief was to implement a seamless migration with users seeing minimal change. NobleTech were selected because of their specific experience of both the application and of the technology involved.

Solution

NobleTech delivered an upgraded Interactive Knowledge Base (IKB) which enables users to search an extensive database of Non Destructive Testing (NDT) techniques, while ESR maintains the content of the system and collates user feedback. The database is designed to provide users with full details of NDT techniques (including equipment rental and inspection service suppliers). Even the most expert of inspection engineers can encounter inspection situations that they have not seen before and cannot be expected to remember every detail of every technique. Users can answer a series of questions regarding an inspection issue to be guided to a ranked list of inspection techniques. Users can then easily access all the detail required. The solution also includes a secure repository for HOIS projects and deliverables.

NobleTech continue to provide both remote and on-site support to ESR - helping to keep the system continuously online and resolving any external issues threatening availability of the IKB in a changing IT infrastructure. As part of the support service, minor enhancements are implemented when required.

Benefits

Whilst primarily commissioned as a technology upgrade, NobleTech were able to deliver a number of additional benefits to users. In particular, access methods were made more flexible which enables HOIS member companies to provide seamless access to the IKB from company Intranets reducing barriers to user adoption. This also reduced the administration burden for ESR technology because the requirement for individual user names and passwords was substantially reduced (along with the associated requests for passwords to be issued and reset).

Commenting on the NobleTech solution, Dr Steve Burch, ESR Technology's HOIS Programme Manager said, "NobleTech have delivered everything we asked for. In particular, we are pleased with the usability of the administrative tools which we use to maintain the sites and to administer user accounts."



About

Managed by ESR Technology, HOIS is the prime industry forum for discussing inspection issues and utilising improved inspection technology for applications in oil and gas.

The main aim of HOIS is to achieve more reliable and cost effective non-destructive testing techniques in the oil and gas industry and hence improve operational safety.

This is achieved by:

- Provision of an internet accessible source of information on inspection techniques both advanced and conventional
- Developing improved procedures and recommended practices
- Performing independent evaluation trials to assess techniques and understand benefits and limitations
- Development of inspection techniques and inspection technology

"NobleTech provided a very cost effective service. The upgrade went very smoothly from a user point of view." Dr Steve Burch, ESR Technology.

