

SCHLUMBERGER

The Customer Care Center

“Service” Field Glossary

Table of Contents

Demonstration/	4
Evaluation	4
General Enquiries.....	4
Events.....	4
Information on Software Products	4
Information Management Services	4
Corporate Data Management.....	4
National Data Centers.....	4
Data Quality Management.....	4
Geospatial Search & Reference	4
Physical & Digital Asset Management	4
Infrastructure Services	4
Collaboration Centers	4
Application Delivery Service	4
Application Deployment Service.....	4
Infrastructure Assessment, Design and Deployment Service.....	4
High Performance Computing Solutions for Reservoir Engineering.....	4
Optimized Storage for Geoscience	4
Optimized Workstations for Geoscience	5
Real-Time Drilling Services.....	5
Merak Economics Services.....	5
Economics	5
Reserves Management	5
Capital Planning	5
Enterprise Planning.....	5
Decision & Risk Analysis.....	5
Managed Contracts.....	5
Software.....	5
Information Management	5
Petrotechnical Infrastructure.....	5
Production Services/	5
Solutions	6
Asset Modelling	5

Fast Field Screening	6
Gas Lift Management.....	6
Integrated Operations.....	6
Intelligent Surveillance.....	6
Vx Surveillance	6
Production Data (or Operations) Management.....	6
Production Engineering Analysis & Diagnostics.....	6
Quality/Feedback	6
Quotation.....	6
Software Maintenance Support.....	6
Training Services (NExT).....	7
Software Training.....	7
Technical Training	7
Integrated Training Programs	7
Software Certification	7
Master Degree Programs.....	7
Competency Management	7

<i>Services</i>	<i>Category</i>	<i>Description</i>
Demonstration/ Evaluation	<i>Use Product Catalog</i>	Demonstration or Evaluation of SIS Software Products
General Enquiries	Events	Information on SIS events
	Information on Software Products	General enquiries about SIS Software products e.g. functionality/capabilities, new releases etc.
Information Management Services	Corporate Data Management	Traditional data management solution which combines technology and lifecycle data management methodology (based on ProSource) .
	National Data Centers	An e-Government solution that enables broader petroleum data access to entitled, multiple stake holders.
	Data Quality Management	Solution to assess, improve, and maintain the quality of data over time (based on Innerlogix software)
	Geospatial Search & Reference	Solution which searches across multiple locations and document repositories to pinpoint information based on geographic location and view the results on a map (based on MetaCarta software) .
	Physical & Digital Asset Management	Solution which allows users to index, search for, and order physical or digital assets distributed across multiple repositories and multiple sites throughout the corporation (eSearch) .
Infrastructure Services	Collaboration Centers	Fit-for-purpose work environments designed to support and integrate user workflows
	Application Delivery Service	Application Delivery via SIS-hosted Datacenter or Customer's Datacenter (LiveQuest) .
	Application Deployment Service	Configuration and installation of SIS applications in the customer environment.
	Infrastructure Assessment, Design and Deployment Service	Comprehensive service to recommend and deliver an optimized E&P infrastructure to support SIS software.
	High Performance Computing Solutions for Reservoir Engineering	HPC solutions for ECLIPSE and INTERSECT. Includes cluster hardware and Simulation Cluster Manager.
	Optimized Storage for Geoscience	Support high-performance visualization and modeling through the deployment of optimized storage solutions for Petrel and

		GeoFrame.
	Optimized Workstations for Geoscience	Certified workstation platforms for Petrel and GeoFrame, based on customer workflow.
	Real-Time Drilling Services	Well Site Data Aggregation through to delivery via SIS Software Drilling and Production Operations Centers.
Merak Economics Services	Economics	Workflow analysis and integration, Economics process implementation. Usually, Economics is the general term for Project Economics – solutions handled by Merak Peep, Merak Fiscal Model Library (FML)
	Reserves Management	Workflow analysis and integration, Reserves process implementation, Regulatory reserves report creation and Assistance with reserves year end requirements. Associated software: Merak VOLTS
	Capital Planning	Workflow analysis and integration, planning process implementation. Associated software: Merak Capital Planning, Merak Enterprise Planning (MEP)
	Enterprise Planning	Workflow analysis and integration, Optimization process implementation, Domain theory training. Associated software: Merak Enterprise Planning (MEP)
	Decision & Risk Analysis	Workflow analysis and integration, Decision Risk Analysis (DRA) process implementation, Domain theory training. Associated software: Merak Peep, Decision Toolkit (DTK)
Managed Contracts	Software	For capturing Incidents or Requests related to Software Support managed services contracts i.e. not Software Maintenance related. Includes all on-site software support contracts.
	Information Management	For capturing Incidents or Requests related to Information Management managed services contracts. Includes all on-site or hosted information management support contracts.
	Petrotechnical Infrastructure	For capturing of Incidents or Requests related to Petro technical Infrastructure related managed services contracts. Includes all on-site and hosted infrastructure support contracts.
Production Services/	Asset Modelling	Solutions to Optimize customer assets through integrated models. Associated software: Avocet Integrated Asset Modeler (IAM) . Services for individual studies or field development plans typically performed by

Solutions		DCS segment.
	Fast Field Screening	Asset screening for well intervention and infill candidates. Services are typically performed by the DCS segment. May also be known as RAPID Field Screening (DCS term).
	Gas Lift Management	Service-based, online gas lift management, diagnostics and optimization (delivered with DCS or Artificial Lift segment). Associated software: Avocet Gas Lift Manager . Product-based optimization also available within PIPESIM (Avocet Gas Lift Optimization module).
	Integrated Operations	Large integrated Operations programs. Also known as Digital Oil Field (DOF) or terms like Smart Field, e-Field, iField.
	Intelligent Surveillance	Asset performance improvement (often with some level of automation) for operational workflows. Associated software: Avocet Technologies – especially Avocet Surveillance, Avocet Workflow Manager (formerly called DECIDE!)
	Vx Surveillance	Monitoring/surveillance of Vx Multiphase Meters – part of an offering offered and delivered by the Testing segment. Associated software: Avocet Surveillance
	Production Data (or Operations) Management	Field data capture, reporting, and volumes allocation, optionally as part of an integrated solution with engineering or hydrocarbon accounting applications. Systems may be referred to as PDMS . Associated software include Avocet Data Manager (formerly FieldView), Avocet Volumes Manager and their components.
	Production Engineering Analysis & Diagnostics	Services related to the support of OilField Manager (OFM) or PIPESIM software. These may involve workflow standardization through the use of templates (OFM) or model management (PIPESIM). Services (usually as part of a program) may be performed by SIS or DCS.
Quality/Feedback		Customer perception of quality of SIS product or services (usually in relation to a CCC transaction)
Quotation	<i>Use Product Catalog</i>	Quotation for SIS product or service
Software Maintenance	<i>Use Product Catalog</i>	Software support based on existing Software Maintenance contracts

Training Services (NExT)	Software Training	Training for Software Products. Can be found at http://www.nexttraining.net/search.cfm ; select "Oil & Gas Software" under "Discipline".
	Technical Training	Training on science and engineering. Can be found at http://www.nexttraining.net/search.cfm
	Integrated Training Programs	Combined Technical and Software training. Can be found at: http://www.nexttraining.net/programs_masters.cfm
	Software Certification	Petrel Certification Program. Can be found at: http://www.nexttraining.net/programs_masters.cfm
	Master Degree Programs	Highly recognized graduate programs. Can be found at: http://www.nexttraining.net/programs_masters.cfm
	Competency Management	Assessment, development and verification of competencies. Information found at: http://www.nexttraining.net/competency_management.cfm