

# IFS APPLICATIONS™ DRIVES EFFICIENCY AT INTERWELL



Founded in 1992, Interwell is headquartered in Stavanger, Norway, with additional offices in Europe, the Middle East, the Americas, Asia Pacific and the Russian Commonwealth. Interwell has grown to become a successful and highly sophisticated business in a global industry renowned for operating in some of the world's most inhospitable environments. In 2016, Interwell turned to IFS to get help to streamline its business processes and deliver greater agility to a fragmented IT landscape.

From the construction phase of a well, right through to the plugging and abandonment stage, Interwell supplies its clients with innovative solutions for unique challenges. In addition, Interwell also offers servitization via the provision of technical personnel in the field who are skilled to install the equipment. The majority of Interwell equipment is rental tools, and after use, the equipment will undergo maintenance and can be used on new jobs.

## INTERWELL OUTGREW ITS SYSTEMS

As is so often the case with a business that has grown rapidly, Interwell found itself relying on legacy systems that were fit for purpose when it was small. However, this fragmented architecture of systems was unable to provide a full picture of the larger business at any one time.

"We had a system that took control of our products and processes. But as we grew, we grew out of the system," noted Thormod Langballe, CEO at Interwell, explaining how IFS Applications has helped streamline the company's system. "We had a different financial system for each region, so being able to consolidate finance was very time-consuming. The requirement for an integrated business system that could take care of all of this was paramount for us."

Interwell needed to find a way to bolster its reputation for being a highly agile, efficient, fast moving company able to provide services at very short notice, which had become a challenge as a result of its continued growth globally.

## IFS APPLICATIONS BRINGS ORDER TO GLOBAL SYSTEMS

As a result of the fragmented nature of its IT architecture, Interwell was finding the requirement to keep track of all its people and components in a controlled and traceable manner to be challenging. After reviewing its business requirements and carrying out due diligence among enterprise resource planning (ERP) suppliers, Interwell decided to opt for the firm which had shown the greatest understanding of its industrial challenges and business model. IFS's industry experts and oil and gas industry solutions, including Rental and IFS Group Consolidation, were key reasons that drove the decision to adopt IFS Applications.

## ABOUT INTERWELL

Interwell provides oil and gas field lifecycle solutions for upstream energy companies worldwide. Interwell offers intervention and completion products, which include plugs and packers, straddle solutions, data acquisition solutions and setting and retrieving tools. The company also develops unique plug and abandonment (P&A) solutions.

[www.interwell.com](http://www.interwell.com)

## BENEFITS

- One integrated business system
- Process lobbies give easier access and monitoring of data information
- High re-use of data
- Maintenance and repair process control
- Financial consolidation

“When we decided to use IFS, we had a discussion over whether we should go step-wise or go all in from the start. It was very important and absolutely a requirement that everybody in the business use the same system. We decided to go on with a big bang in May 2016,” said Langballe.

Implementing IFS has enabled Interwell to get all of its operational, purchasing, finance and sales activity into one integrated system. Regarding the implementation, “IFS took ownership of the challenges. They provided the help that we needed and in areas where they lacked expertise, they were able to find expertise, either from other countries or from other projects. They saw our challenges, they saw the dynamics in our industry and they were able to provide very valuable support,” said Langballe, adding, “IFS presenting their integrated system globally has made us faster in our decision-making process. IFS is clearly vital to our company.”

Prior to the implementation of IFS Applications, Interwell was running three main systems globally. By using IFS Group Consolidation, Interwell has enabled a much better cost control of its operations and traceability and transparency throughout the consolidation process. With faster access to accurate company data, the business is better placed to make effective decisions.

The speed and ease with which Interwell can access data is further enhanced by the use of IFS Lobby. The solution provides a clear, role-based view of areas that need attention. IFS Lobby enables Interwell to follow its processes and tasks, and also provides a measurement tool which can be used to monitor KPIs used for informing on the status on different parts of the processes.

“IFS Lobby provides very good information on what is going on,” notes Langballe, “It draws attention to areas where we need to do something. If you’re a purchaser you can use IFS Lobby to indicate that there is a requisition that needs to be addressed. If you’re working in the warehouse, you get clear indications that there are some parts that need to be picked. IFS Lobby is a very integrated part of how our people prioritize what needs to be done.”



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As a global company we operate in multiple time zones and schedules, and it is important for us to be able to access information whenever and wherever we need it. That’s why we use IFS Applications.

**Barbara Ross, product engineer, Interwell**

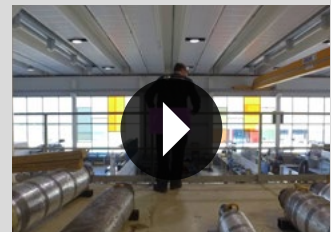
## WHAT NEXT?

One year after successfully implementing IFS Applications, Interwell has expanded the solution to include QHSE modules for non-conformance and incident reporting. To ensure that its systems continuously grow, evolve and improve with the business, Interwell has an internal IFS Continuous Improvement Project. In addition to this, Interwell has agreed to receive regular functionality updates as, and when, they are made to Applications 9.

Interwell recently carried out an end-to-end process to identify improvement areas in order to make the right prioritizations. Several customized improvements have been implemented to enhance efficiency and quality.

Finally, to help improve how it uses data for business analytics, Interwell has ordered the IFS Business Intelligence module.

**WATCH THE VIDEO ON:**  
[ifs.world/interwellvideo](https://ifs.world/interwellvideo)



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