

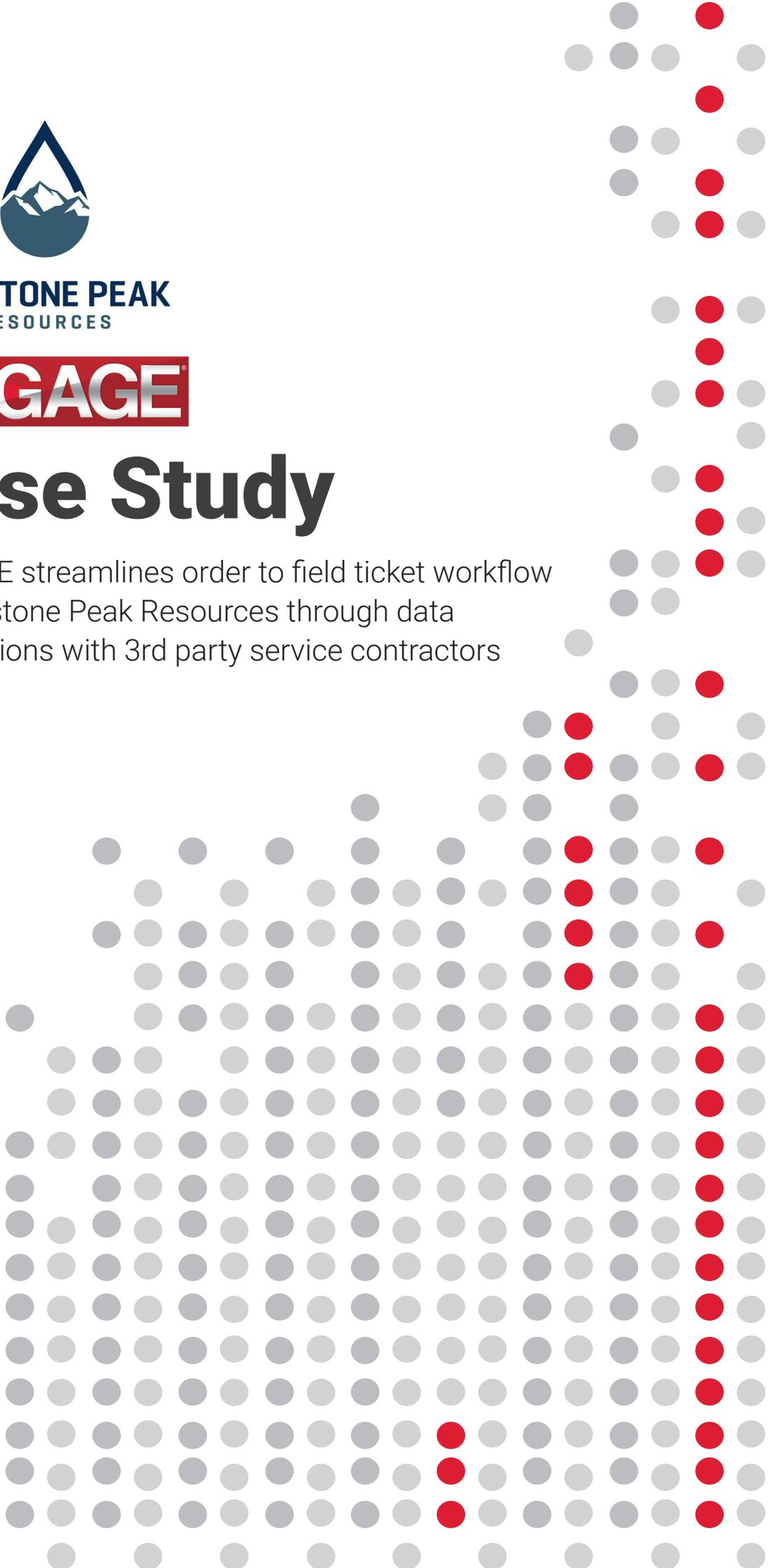


CRESTONE PEAK
RESOURCES

ENGAGE

Case Study

ENGAGE streamlines order to field ticket workflow for Crestone Peak Resources through data integrations with 3rd party service contractors





Opening Summary:

Digital transformations and new technologies in the oil and gas industry are constantly changing the way operators do business. Operators are seeking new digital technologies to increase production, save costs and operate more safely and efficiently. They are undergoing digital transformations across their operations, which includes transforming how they interact with service contractors. Many operators are moving from a largely manual and paper-based process to a digital order and field ticketing process powered by ENGAGE. One of these operators is Crestone Peak Resources.

Challenges:

Most oil and gas operators have not digitalized processes to schedule field work with their service contractors and receive digital field tickets after the work is completed. The lack of a digital process makes it difficult for operators to schedule and track work orders, and they are left with the burden to review and approve paper tickets onsite. The amount of phone calls and emails to schedule field work in addition to the collection and review of paper tickets left onsite are difficult processes to manage. These manual processes are time-consuming for all parties involved, create many opportunities for error and inefficiencies, and have a lack of visibility into the overall operations. Although a number of large service contractors have their own digital ticketing platforms, their operators aren't connected, so phone calls, emails, and paper documentation are still required.

Operators seeking to digitalize interactions with their service contractors are looking to:

- Integrate with service contractors' digital field-management platforms to minimize the impact to operations
- Automate dispatching of crude and water hauls based on SCADA tank height telemetry data
- Reduce administrative burden to schedule orders and manage field ticket approvals
- Increase visibility and transparency to the work performed by service contractors where that work is unsupervised by the operator
- Expedite the invoicing process by linking digital tickets to invoices and automate invoice submission, validation and payment through a single field ticket and invoicing platform

ENGAGE Solution:

Lease operators and other field operations personnel schedule orders on ENGAGE by selecting the work location, desired date/time, service type and service contractor. For service contractors using the ENGAGE platform, orders are received by the dispatcher and then assigned to drivers or field technicians. The drivers or field technicians then use an ENGAGE mobile app to start the job and complete the field ticket data. While the job is being worked, ENGAGE tracks GPS breadcrumbs so operators can verify the hours worked and locations visited. The digital field ticket is then sent through the approval workflow back to the operator where it can be reviewed and approved, or automatically validated based on pre-defined validation points. Service contractors can then compile approved field tickets into an invoice on ENGAGE and submit that invoice to operators for payment using ENGAGE's new E-invoicing platform.

For service contractors with their own digital ticketing platforms, ENGAGE automatically sends orders via API or FTP connections to load the orders into service contractors' digital ticketing platforms. Operators are notified on ENGAGE's platform that the order has been sent to the service contractor via the API or FTP connection. The service contractors' dispatchers then assign the loads to their drivers, and the drivers create a digital field ticket once the work is completed, all on a separate platform outside of ENGAGE. Once the work is complete, the ticket data is collected through the ENGAGE API or FTP, and a field ticket is automatically created on ENGAGE for operators' review and approval. ENGAGE provides a dedicated integrations team, which enables companies to quickly and efficiently share data from different internal software or IoT devices and with external contractors.

“ENGAGE has helped significantly reduce workload on our lease operators to schedule and track orders with our crude and water haulers. Crestone is excited for the next step to automate the scheduling of loads through ENGAGE's predictive dispatch, which will further streamline our digital order to ticket workflow.”

-Hannie Fisher, Production Superintendent at Crestone Peak Resources

Crestone Peak Resources:

Crestone Peak Resources, an operator in the Denver-Julesburg Basin, partnered with ENGAGE in the fall of 2019 to digitalize its field ticketing and service contractor dispatch processes for production water and crude hauling. Using ENGAGE, Crestone is now able to digitally schedule and track all water and crude hauls across several service contractors. Most of Crestone's haulers already had digital ticketing platforms in place, so ENGAGE integrated (via API and FTP depending on hauler) with those platforms to submit Crestone orders to the hauler and receive ticket information back from the hauler. In 2021, ENGAGE will be integrated with seven water and crude haulers working with Crestone. ENGAGE is helping Crestone improve its operations by streamlining the ordering process, saving employee time, and providing better transparency and reliability to the order to field ticketing process with its haulers.

Crestone is currently running more than 1,000 water tickets and 1,000 crude tickets per month on ENGAGE's platform, which is 24,000 orders annually dispatched and tracked through ENGAGE. With ENGAGE, Crestone has moved its entire water and crude haul dispatching process to a digital solution. After seeing positive results Crestone is now pursuing SCADA integration with ENGAGE so water and crude loads can be predictively and automatically dispatched by ENGAGE to its haulers based on tank height telemetry data. This is yet another way Crestone is reducing administrative tasks and creating efficiencies through ENGAGE.

Benefits for Service Contractors Integrated with ENGAGE:

Service contractors also benefit from API or FTP integrations with ENGAGE. Their orders are automatically received from operators via the ENGAGE integration and loaded into their own platforms. This eliminates the administrative tasks to receive orders via phone or email from the operator and manually enter orders in their dispatch software. There are also minimal impacts to operations as they continue to use their own platform for dispatching orders and tracking field tickets.

Conclusion:

Operators adopting cloud-based field and invoice management platforms like ENGAGE are becoming leaders in deploying innovative technology in the oil and gas industry. This study highlights how deploying ENGAGE's digital solutions creates efficiencies, increases employee productivity, provides transparency and reliability to the interactions with service contractors, and improves overall operations.



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Crestone Peak Resources is a top producer of oil and natural gas in the Denver-Julesburg Basin (DJ Basin). Led by a team of Colorado-based energy professionals with experience deeply rooted in DJ Basin operations, Crestone aims to be the region's premier operator through efficient, safe and environmentally-responsible operations.

ENGAGE

ENGAGE E2E synchronizes complex field workflows with authenticated business logic and financial processes, closing the data loop for supply chain, operations, and accounting teams in real-time. Our proprietary business automation processes predictively schedules work orders and tasks with embedded validation algorithms triggered by captured edge data points. By operationalizing predefined business rules, E2E eliminates redundant approval and dispute processes, automating each transaction seamlessly through invoicing and payment processing.