eVision Lays Claim To The Operational Risk Software Crown With Its ONE Vision Platform

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TABLE OF CONTENTS

- eVision Lays Claim To The Operational Risk Software Crown With Its ONE Vision Platform ......................................... 3
- The ONE Vision Platform Addresses Four Distinct Operational and Safety Customer Requirements
- The Integrated ONE Vision Platform Pushes The Boundaries Of Process Safety Excellence
- ONE Vision Should Be Shortlisted For Operational Risk Improvement And Transformation Projects

ORGANIZATIONS MENTIONED

Accenture, AECOM, Amazon Web Services, Arcadis, Atos, Balfour Beatty, BARTEC, BHP Billiton, Boreruge, BP, Centrica, Dar Al Riyadh, ecom Instruments, European Innovation Council, Hexagon PPM, Infosys, ITER, Laing O’Rourke, Oiltanking, Qatar Petroleum, RasGas, Rio Tinto, SAP, Shell, Statoil, Tata Consultancy Services, Total, Vale, Vedanta Resources, VINCI, VTI, Yara.
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Technology innovation, risk management regulations, and new management concepts such as ‘Safety Differently’ encourage and enable safety professionals and operational managers to work more collaboratively. Their aim is to better manage operational risks which have both safety and business continuity implications. eVision is one of the few software vendors which has exclusively focused on this operational risk management challenge. To get a better understanding of their capabilities, Verdantix spoke with Daan Savalle, Manager for Strategy and Marketing, and Michel Tol, Product Marketing Manager. We heard that the eVision business consists of:

- **Operational risk experts located in six countries.**
  The eVision workforce consists of approximately 230 employees, with over one-third engaged in product development. The team spans software engineers, operations consultants and individuals with safety training backgrounds. They possess extensive experience of helping customers in high-risk industries to improve operational efficiency and safety by offering on-site support, consulting services and training. Headquartered in the Netherlands, eVision also has offices in Norway, Qatar, Saudi Arabia, the United Kingdom and the United States.

- **Permit to work software as the core value proposition.**
  eVision has been serving customers for close to a decade with its flagship digital permit to work software. Currently, over 5,000 customer sites use Permit Vision, a daily use critical process maintenance and operations software that allows operations, EHS and maintenance executives to utilise their assets and workforce effectively. Permit Vision integrates permit to work software with isolation management and risk assessment. The software is designed to improve productivity and safety in tandem by providing operational teams with real-time insight into the status of work permits, hazardous work underway and isolations in place.

- **Blue-chip customers in oil and gas and pharmaceuticals.**
  eVision focuses on delivering enterprise-class software to firms with complex global requirements and high EHS risk profiles. More than 90% of eVision’s 35 customers come from the oil and gas sector. The list of firms using the eVision software includes BP, Centrica, Qatar Petroleum, RasGas, Shell, Statoil and Total. Additionally, it has also worked with a small number of firms in the pharmaceutical and chemical industries such as Borouge and Yara, which demonstrates the applicability of digital operational risk management to other sectors.

- **Partnerships with IT consultants for integrated solution delivery.**
  As part of its strategy to continually expand its reach geographically and into new verticals, but still be able to engage closely with its customers, eVision has forged partnerships with well-known service providers. For example, it has strategic alliances with: Accenture, Atos and Infosys for IT system integration; and with Dar Al Riyadh, an integrated engineering group, to resell eVision’s digital-control-of-work solutions in Saudi Arabia. This services strategy distinguishes eVision from EHS software vendors who typically partner with domain experts such as AECOM and Arcadis.

- **Technology partnerships to meet customers’ deployment requirements.**
  eVision customers have challenging deployment scenarios for software tools; examples of such scenarios include oil refineries and offshore oil rigs. To overcome issues such as operating in explosive environments, eVision works with technology partners such as BARTEC and ecom instruments who...
provide intrinsically safe mobile devices. eVision software is deployed on the cloud through the secure Amazon Web Services platform. For 3D modelling and plant visualisation eVision collaborates with Hexagon PPM (formerly Intergraph). eVision is also a member of the SAP PartnerEdge programme to facilitate integration with its customers’ other business applications.

The ONE Vision Platform Addresses Four Distinct Operational and Safety Customer Requirements

eVision, with its decade-long experience and rich customer base of oil and gas firms, is one of the key players offering digital permit to work and operational safety software. Its ONE Vision platform integrates four distinct applications, designed to increase efficiency, productivity and safety by:

- **Reducing time required to create and process permits to work.**
  Permit Vision, the most widely deployed control-of-work solution from eVision, helps in creating permits using out-of-the-box templates or from scratch, with workflows that are configurable and based on specific customer operations. Additionally, permits and isolations can be visually represented on a graphical overview, allowing management to see all the active work going on at any given time, to manage conflicts efficiently. Risk assessments can be initiated automatically from permit to work, and individual task-based risk assessments can also be conducted. Permit Vision contains a pre-populated database of hazards and controls. However, customers can include additional ones on an ad-hoc basis. Since implementing Permit Vision across their 100 sites, 92 assets and 10,000 employees, BP has witnessed a 30% decline in permit to work related accidents and incidents since 2014.

- **Optimising shift management by sharing information across multiple applications.**
  The cloud-based Shift Vision software from eVision automates logging of shift data through pre-defined logbook templates and integration with internal and external systems such as with other modules in the ONE Vision platform as well as third-party maintenance management systems. It facilitates efficient handover, as all the information about shift events is available in a standardised manner across business unit, facility and enterprise levels. Shift Vision is currently used across 17 assets, with more assets already in the go-live pipeline for 2018.

- **Mitigating risks created by planned or unexpected changes to operational activities.**
  Change Vision, the management of change (MOC) solution provides customers with a centralised and auditable database of all permanent, temporary and emergency changes. The components of the module include Pre-Start-up Safety Reviews (PSSR), hazard and impact analysis, action plan and tracking, and change request and authorisation processes. MOC workflows can be graphically visualised at a site level and integrated with permit to work, maintenance management systems and additional modules.

- **Providing an in-depth insight into asset integrity for risk assessment and management.**
  The Dynamic Barrier Management application provides customers with a deep understanding of where the real-time cumulative risks might lie, the barriers in place and the type of work or activity causing the increased risk. The software uses the bowtie analysis method to visualise risks, both at an asset as well as enterprise level. Its unique functionality includes customisable simultaneous operations (SIMOPS), wherein the weights assigned to risks are completely configurable by areas and assets, ‘drag and drop’ of activities to a desired time and date, and configurable BI dashboards. eVision, as part of the European Innovation Council’s Horizon 2020 SME instrument, received a grant to develop a predictive risk solution. The fully connected Cumulative Dynamic Barrier Risk solution, which it plans to
launch in 2018, is the first step towards creating such an early warning system.

The Integrated ONE Vision Platform Pushes The Boundaries Of Process Safety Excellence

The ONE Vision platform is an integrated operational risk management application that combines permit to work, management of change, shift management and barrier risk management. The combined capabilities make it possible for safety and operations leaders to better mitigate operational risks. The ONE Vision platform has unique capabilities that:

- **Link multiple processes to forge a single information stream for operational risk management.** The ONE Vision platform integrates permit to work, EHS and process safety management to improve asset efficiency, workforce productivity and safety. For example, a contractor who has been deemed capable through eVision’s competency management system to work on a task (say cleaning an oil storage tank), can automatically create permits; see which shift he has to go into; put isolations in place to safely access his task; understand what type of active work is ongoing around him; undertake risk assessment or job hazard analysis to become aware of the potential risks and control measures that he needs to adopt, such as wearing correct PPE; analyse any SIMOPS occurring to minimise conflicting activities; and see the barriers in place to ensure process safety.

- **Enhances user engagement by offering a modular solution with an easy-to-use interface.** The ONE Vision platform is a modular solution that grows with the organisation and its needs. For example, a selection of add-ons, such as Interactive Piping and Instrumentation Diagrams (iP&IDs), competency management and eLearning, can be supplemented to the Permit Vision software. The solution can be scaled up from an asset-level deployment such as a steam cracker, to site-level use across an oil refinery and to enterprise-level. According to the Verdantix global survey of 382 EHS decision-makers, ability to configure the software to their specific needs and quality of user interface were the top two criteria for selecting software (see Verdantix Global EHS Leaders Survey 2017: Budgets, Priorities & Tech Preferences). ONE Vision, with its configurable workflows, easy-to-enter contractor information, clear communication icons, colour-coded risks and 3D visual representation, responds to the customer priority for an easily-accessible user interface.

- **Leverages advances in mobile technology to accelerate safe operational management.** Fifty-seven per cent of the 382 EHS decision-makers interviewed in the Verdantix EHS global survey indicated that they expect to use mobile apps in 2018 either widely across all their facilities, at multiple facilities or as a pilot project at one facility (see Verdantix Global EHS Leaders Survey 2017: Budgets, Priorities & Tech Preferences). eVision’s mobile app includes functionality for isolation management including isolation confirmation and verification, issuing permits on site and conducting on-site risk assessments and audits. Additionally, ‘just in time’ learning can be loaded on the device. These apps are delivered on ATEX-compliant, intrinsically safe mobile devices from BARTEC and ecom instruments, eVision’s hardware partners. By bundling ATEX-compliant devices with its software deployment, eVision resolves an important barrier to enhancing safety management in explosive atmospheres.

- **Includes industry best practices derived from leading customers.** Fifty-seven per cent of the 382 EHS decision-makers interviewed in the Verdantix EHS global survey eVision has a wealth of experience working with firms in high-risk, heavy asset, process-based industries. The vendor has used this experience to pre-configure control of best practice workflow into the
ONE Vision platform. Workflows for oil and gas, for example, are based on projects that eVision carried out for BP, Shell and Total, while those for oil terminals have been defined based on eVision’s deployments for the 4,000-employee logistics service provider for oil tanks, Oiltanking, and for VTTI, the Vitol-owned storage and terminals business. Using these best practices workflows, Permit Vision was configured and implemented for ITER, the 35-nation nuclear fusion research and engineering project, in eight weeks — much quicker than it would otherwise take to complete such a complex project.

ONE Vision Should Be Shortlisted For Operational Risk Improvement And Transformation Projects

The ONE Vision platform is laying claim to the operational risk software crown by combining multiple process safety and operational management capabilities in a single portfolio backed up by deep industry expertise. With its configurable workflows, easy to use interface, mobile apps and integration with third-party IT systems, the platform delivers a cohesive solution that embraces both operational excellence as well as safety. Prospective users who will benefit most from the eVision ONE Vision platform are firms with:

- **Significant EHS and operational risks to identify, manage and mitigate.** Seventy-seven per cent of the 114 respondents in chemicals, mining, oil and gas, self-assessed their firms as very high risk and high risk in the Verdantix global EHS survey. This means that they need more robust management systems, safety controls and information management tools for risk reduction. As a result, exploring the potential of an integrated operational risk management software platform designed specifically for high-risk industries is a recommended action. Mining firms with a high market profile, such as BHP Billiton, Rio Tinto and Vedanta Resources, should partner with eVision to fund mining-specific operational risk software. Sophisticated risk modelling could help mining firms avoid disasters like the Samarco dam collapse in October 2016, which killed 19 people and has triggered criminal proceedings against BHP Billiton and Vale.

- **Plans to implement a pro-active risk management strategy.** According to the Verdantix survey of 382 EHS decision-makers, improving worker and process safety is a priority for over one-third of EHS executives in high-risk industries such as oil and gas, chemicals, maritime, construction and power utilities. Since this is their strategy, they need to move into the realm of operational risk management wherein data about assets, maintenance, workers and incidents is integrated with safety management workflow and risk analytics to give a holistic view. Firms in the construction sector, including Balfour Beatty, Laing O’Rourke and VINCI, should consider implementing the ONE Vision platform since taking a pro-active approach to risk management would not only help in reducing penalties, such as the £2.6 million ($3.5 million) fine on Balfour Beatty in May 2017 over the death of a worker in a trench collapse, but lead to overall improvements in safety and operational performance.

- **Operational leaders embarking on a plant safety digital transformation plan.** Digitization is underpinning every organisation’s growth strategy, with 42% of 382 EHS decision-makers worldwide planning to increase spending on technology in 2018. Given the complex web of technologies available today, such as industrial wearables, drones and equipment-attached sensors, EHS and operational leaders are increasingly working with consultants with deeper IT expertise. TCS, the global IT services, consulting and business solutions firm, has launched a value proposition focused on improving plant and process safety using digital technologies (see Verdantix TCS Improves Plant And Process Safety With A New Digital Paradigm). eVision is at the forefront of this change by engaging in product development that integrates innovative technologies such as augmented reality glasses, virtual reality training, GIS modelling and mobile apps with its ONE Vision platform.
VERDANTIX CAPABILITIES:
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Through our research activities and independent brand positioning we provide clients with:

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Product & Supply Chain Stewardship
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Real Estate & Facilities Information Management
Focuses on software, intelligent building technologies and consulting services that enable real estate and facilities executives to optimize the value and performance of their building portfolios.

Energy & Maintenance Software
Focuses on software and related hardware for energy usage optimization and equipment maintenance management across all types of energy consuming assets.

WHY VERDANTIX?

Verdantix is an independent research and consulting firm with a focus on innovative technologies that optimize business operations. We have expertise in environment, health, safety and quality as well as energy, real estate, facilities and maintenance.

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