Odyssey Case Study

Exxon Mobil

Solving real problems for ExxonMobil Corporation

ExxonMobil is a multinational oil, gas and chemicals corporation and a component of the Dow Jones Industrial Average. ExxonMobil is the world's largest publicly traded international oil and gas company and holds an industry-leading inventory of global oil and gas resources and is the world's largest refiner and marketer of petroleum products. The company's headquarters are located at Irving, TX with annual revenue of **US$ 383 billion** with assets of over **US$ 302 billion** and about **83,600 employees**.

In 2004, ExxonMobil's downstream Global IT Operations was looking for a solution to address resource and cost overruns, and address security and reliability issues in the application and content change management functions. The distribution of application and content development teams throughout the enterprise and the use of increasingly complex solutions resulted in challenges for IT operations and management. This led to huge cost overruns and delays in the deployment of application and content changes for all change management functions. With technical and business teams scattered throughout the enterprise, their Change Management process had become complex and success depended largely on the skill levels of the resources at different points in the process chain. Routine application and content change updates took an average of 16 hours to apply due to the complex co-ordination of IT processes and management approvals. And, when inevitable human configuration errors crept into the process, the cycle time grew to unacceptable levels. Basic process inefficiencies were beginning to seriously detract from the capability of IT to offer a cost effective and reliable service to the business. Looking for a solution, ExxonMobil turned to Pantheon Inc., a leading innovator in the field of Automated Change Management and process automation for IT.

IT projects at ExxonMobil often involve geographically distributed teams that must deal with a large number of software technologies, tools, operating systems and applications. Add to this the organizational, security and management challenges of directing and coordinating these activities, and the entire operation quickly becomes frustratingly difficult and inefficient. ExxonMobil quickly realized that by using Odyssey automation for many of their IT processes, they could create a set of "Standard Operating Procedures" for their mission-critical IT systems; and, this had several compelling benefits:

- **Efficiency** — by automating routine activities with Odyssey, expensive IT staff resources can be more effectively utilized, and in some cases, skilled staff can be replaced by less expensive lower skilled staff, who are assisted to automated workflows.

- **Security** — this is a paramount concern for projects that have distributed development and management teams and/or outsourced or off-shored development and support functions; Odyssey automation eliminates the need for direct human access to high security servers, utilities and applications and allows remote teams to be productive without creating vulnerabilities.

Benefits of Odyssey at ExxonMobil

- Overall **80% reduction in the cost** to deploy application and content changes throughout the enterprise

- Significant **reduction of 85% in resources** required for IT change management activities

- Average change management cycle time dropped from **16 hours to only 4 minutes**

- Reduced deployment error to **less than 1 %**. Reduction in system and service downtime to **less than 3%**

- Capability to handle large volume of software changes grew by **a factor of 150**. From 100 software changes on 30 servers per month to 15400 changes on 800 servers per month

- Increased **security and control** of IT systems by **90%**. Teams no longer required direct/privileged access to sensitive systems

- Automated maintenance and synchronization of DR (**Disaster Recovery**) environments resulted in **85% reduction** in resource costs

- Automated Auditing, Reporting and Compliance check capabilities resulted in **75% reduction in time and cost** over manual processes

- Achieved a secure unified process for managing changes for all technologies and vendor solutions across the enterprise.

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- **Error Reduction** — rework caused by inadvertent manual configuration errors accounts for a huge fraction of system operations and maintenance labor costs, and these costs can be largely eliminated through the use of Odyssey automated procedures that are guaranteed to produce a consistent, repeatable result.

- **Audit Support** — because Odyssey automated processes execute in a managed environment, every operation can be centrally logged, creating a historical account of everything that occurred in your IT infrastructure, making IT audits a snap. The quality of information gained in the audit process goes up and the audit costs go down.

- **Knowledge Management and Sharing** — Odyssey automated processes captures solutions to complex technical process, this solution can be shared across projects, departments, and organizations without having to "reinvent the wheel". Traditionally, when contractors leave a job their knowledge about critical technical processes goes out the door with them. Odyssey automation project solves this problem since it transforms "tacit knowledge" into a tangible corporate asset.

As a result of ExxonMobil's enormous success with Odyssey, Odyssey has become a standard platform for Change Management across ExxonMobil's core IT landscape, including MS .NET, Java/J2EE, SAP NetWeaver Portal, SAP CRM, Plumtree, WebMethods, WebSphere, WebLogic, Documentum, Microsoft IIS, SharePoint, COM+, CA, IBM, Oracle, Siebel and PeopleSoft. ExxonMobil's business unit leaders are turning to Odyssey to provide secure, cost-effective automation of their core IT processes and as a result ExxonMobil uses Odyssey in 14 countries worldwide.

Contact us for more information about how Odyssey can help your organization.

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