



## CUSTOMER STORY

# bp Chooses Jama Connect® for Digital Engineering Standards Requirements Management

Global multinational energy company chooses replacement for Word and Excel over the competition based on flexibility, security, and low cost of ownership.



- Founded in 1901, currently with over 87,000 employees worldwide
- Headquartered in London, England
- bp is a global multinational energy company pivoting from being an international oil company focused on producing resources to an integrated energy company focused on delivering solutions for customers. It aims to dramatically reduce carbon in its operations and production and grow new low carbon businesses, products, and services.

### CUSTOMER STORY OVERVIEW

bp’s commitment to be net-zero for greenhouse gas emissions by 2050 required a corporate transformation involving reinvention and fundamental changes in how the company works. To improve business performance and work culture, bp identified three areas of focus: digital, mindset, and agility. In support of its vision for a new agile and integrated organization, bp committed to digital transformation led by a centralized Digital Product team. This team was responsible for developing and delivering innovative digital tools and processes to replace inefficient legacy systems and processes across the organization. bp’s goal was to drive improvements in efficiency, customer service, and decision making across the organization.

#### CHALLENGES

- Preparing new engineering standards requirements documents took 6-12 months
- Process relied on legacy document management and collaboration tools nearing end of life
- Capturing and implementing feedback on published documents took years

#### EVALUATION

- Automation replacing manual tasks to shift focus to quality writing rather than publishing
- Fast availability of new documents
- Fast capture and implementation of feedback on published documents
- Security for either public or private cloud deployment
- Licensing model fitting the way bp teams work
- Low cost of ownership for software licensing and deployment

#### OUTCOMES

- The deployment time for Jama Connect was excellent compared to other similar sized software projects at bp
- Successfully integrated Jama Connect with other software for easier access to published documents

## CHALLENGES



**Preparing new engineering standards requirements documents took 6-12 months**



**Process relied on legacy document management and collaboration tools nearing end of life**



**Capturing and implementing feedback on published documents took years**

bp's Digital Product team partnered with the Standards & Practices team to modernize the tools and processes for preparing engineering requirements documents that are used in projects by business units across the organization.

A group representing both teams examined the existing process and confirmed what the business units already knew: writing, publishing, reviewing, and changing documents was an extremely slow, inefficient, and manual process. Engineers and business stakeholders spent significant time relying on legacy applications for document management and collaboration that would be extremely expensive to keep operating.

Preparing a new standards document took six to 12 months until publication in bp's Engineering Technical Practice (ETP) library. For business teams running or launching projects, this was too long to wait before implementing new standards. bp needed to optimize its process and the time needed to go through the life cycle of standards given its status as a key contributor to standards developed and published by the International Association of Oil & Gas Producers (IOGP).

The existing process involved inputting handwritten requirements into Word and Excel and then converting them to PDF files for publication in an enterprise content management system, OpenText Documentum. "Human dependency and zero automation meant too much time was being spent on formatting the documents and not enough time on the quality of requirements," says Nick Cawley, Lead Product Manager for Engineering Product Data at bp.

After the documents were added to the ETP library, businesses across bp could review and provide feedback on deviations and standards through a collaboration process implemented on the software platform Lotus Notes. However, it could take years for these changes to be incorporated into the documents because the use of two separate disconnected systems made it difficult to incorporate the human feedback and make the required changes.

One type of feedback highlighted documents that were poorly written, either because they didn't follow writing style standards or they combined two to three complex requirements into a single document instead of separating them. Another type of feedback concerned documents with outdated requirements that needed immediate revisions.

*"We needed to cut out the extra work of publishing and add in quality, speed, and automation so that we could focus on how the requirements are written, not on making documents more readable."*

**Jaideep Naidu, Product Manager**  
Engineering Product Data, bp

## EVALUATION CRITERIA



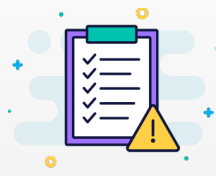
Automation replacing manual tasks to shift focus to quality writing rather than publishing



Fast availability of new documents



Fast capture and implementation of feedback on published documents



Security for either public or private cloud deployment



Licensing model fitting the way bp teams work



Low cost of ownership for software licensing and deployment

The search for a new requirements management solution to replace the use of Word and Excel documents tied directly into the corporate goal of standardization and simplification. “The corporate view was for us to become more requirements led by retiring the way we were working with documents,” says Naidu.

For the evaluation, the bp team identified four key areas where they gave point scores for all the tools assessed:

- 1) Functional fit** addressing what the tool provides out of the box that can be used that fits bp’s requirements and ways of working.
- 2) Data governance** addressing how easy it is to extract out of and migrate information into the tool and how that complies with bp’s wider Microsoft Azure DevOps (ADO) data link.
- 3) Cloud security** including the option of hosting the tool on bp’s in-house cloud.
- 4) Cost of ownership** addressing license costs in the short and long term and deployment costs in terms of the size of the team recommended by the vendor to implement the software.

The Software architecture team compiled all observations into a scoring heatmap to be discussed with a broader group of architects to gain their endorsement.

In its evaluation, bp included four requirements management tools: IBM DOORS Next, Siemens Polarion, 3SL Cradle, and Jama Connect.

After a four-month process involving business, digital security, and product teams, bp selected Jama Connect because it had the highest overall score in the heatmap ratings.

A massive benefit of Jama Connect was that the IOGP had implemented it, which would make it easier to move standards information to bp from IOGP.

## SOLUTION (CON'T)

Compared with the competition, Jama Connect offered all the capabilities for managing requirements and tests with the automation that bp needed, along with flexibility and ease of configuration. “With Jama Connect you check all the boxes – flexibility without all the unnecessary complexity. That’s the real value of Jama Connect,” says Cawley.

Jama Connect offered bp a more secure and flexible solution that could be hosted either on the Jama Connect Cloud or on bp’s internal cloud.

In addition, Jama Connect offered a lower cost of ownership for both licenses and deployment costs. The licensing model offered great flexibility that fit the way bp wanted their people to work with floating licenses to be shared by multiple people who could use Jama Connect when needed without paying for individual named licenses.

Accustomed to high deployment costs in implementing enterprise applications, bp was pleased to learn that deploying and configuring Jama Connect would only require a small internal team with help from Jama Software. Jama Connect would require less cost and time and minimal dependence on the vendor, unlike its competitors. “Jama Software telling us that it would be best if we deployed Jama Connect for ourselves was a game changer compared with how we managed digital projects in the past. This would enable us to retain a lot of knowledge and avoid becoming heavily reliant on the vendor,” says Naidu.

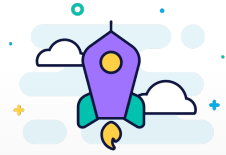
bp gained confidence in its ability to deploy Jama Connect on its own when the Jama Software consultants demonstrated the ease and speed of configuring Jama Connect. Hearing what bp wanted during these discussions, the consultants quickly configured Jama Connect on the fly using its Admin tool. “We could see very early on how quickly we could translate what we wanted into simple configuration in Jama Connect without the big scary customizations and enhancements that we were hearing from some of the others,” says Cawley.



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**Nick Cawley, Lead Product Manager**  
Engineering Product Data, bp

## OUTCOMES



**The deployment time for Jama Connect was excellent compared to other similar sized software projects at bp**



**Successfully integrated Jama Connect with other software for easier access to published documents**

Many people at bp noticed how quickly the team was able to deploy and test Jama Connect. That time was great by bp standards which typically required up to several years for installing, configuring, and testing an off-the-shelf enterprise application.

With Jama Connect deployed successfully, next on the agenda is making requirements documents easily accessible for review and use. The team has successfully integrated Jama Connect with its Microsoft Azure Data Lake Storage and AI Search and is exploring additional integrations. bp plans to take advantage of Jama Connect's REST API to create a simple interface to capture and bring feedback into Jama from the thousands of users within bp without them having to become expert users of Jama Connect.

These tool integrations and Jama Connect's powerful capabilities will speed up the process for reviewing and updating published requirements documents. "Today, feedback is done in siloes across multiple systems within bp. Jama Connect's Review Center gives us the best opportunity to now bring it all under one hood," says Naidu.

bp also sees the value of Jama Connect's Reuse & Sync capabilities in streamlining the management of similar requirements. "A lot of the requirements that we have today are actually the same requirements written multiple times in different documents. We are interested in getting to the point where we can reuse and synchronize similar redundant requirements," says Naidu.

bp shares this advice for other organizations considering investing in a requirements management and traceability solution like Jama Connect. "Many bigger organizations tend to overcomplicate and over customize things. Our recommendation would be to start small – keep focused, work agile, get something implemented, and then scale it from there," says Cawley.



*"With Jama Connect you check all the boxes – flexibility without all the unnecessary complexity. That's the real value of Jama Connect."*

**Nick Cawley, Lead Product Manager**  
Engineering Product Data, bp



Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries. To learn more, please visit us at [jamasoftware.com](https://jamasoftware.com).