

DriveWorks Case Study

- TUBULAR SOLUTIONS MANUFACTURER

Drive
Works

DriveWorks—Online Sales Configurator & Design Automation

Vallourec Drilling optimizes customer service performance by using DriveWorks to Configure, Price and Quote (CPQ)



Vallourec is a world leader in premium tubular solutions, primarily serving the energy markets, such as: Oil and Gas and Powergen. Their expertise also extends to various other industry sectors.

With over 23,000 employees, sales of 5.7 billion euros in 2014 and integrated manufacturing facilities in more than 20 countries, Vallourec offer their customers innovative, global solutions designed to meet the energy challenges of the 21st century.



Vallourec Drilling Products, a division of the Vallourec group, are the second largest drill string manufacturer in the world. They offer a full range of drilling equipment from the rig floor, to the Bottom Hole Assembly, with manufacturing facilities in several countries including Brazil, France, The Netherlands, The United States and the United Arab Emirates.

All of Vallourec's products are designed to meet the most demanding specifications for today's drilling challenges.



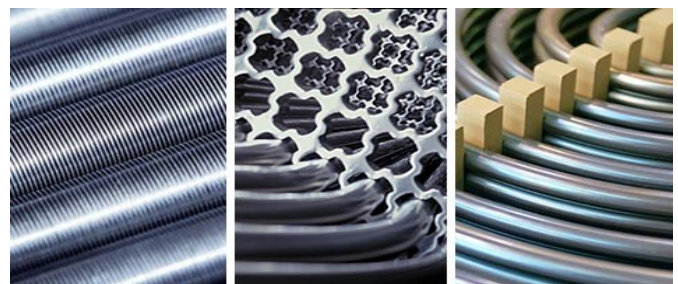
Why DriveWorks?

For Vallourec, the customer really is at the heart of their organization and reactivity **and efficiency of customer service** is key for their success.

They were attracted to DriveWorks due to its ability to **optimize their processes from the customers request**, to the delivery of the product / service and also due to how easily **DriveWorks can be customized** and developed directly by business resources as a “user driven” tool.

Who Uses DriveWorks at Vallourec?

At Vallourec's Netherlands office, DriveWorks is now the main tool for quotations and is used by their sales representatives as part of the workflow. Quotes are then **approved by their engineering department** before being sent to the customer, along with drawings, as part of their contract review procedure.



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How Do Vallourec Use DriveWorks?

DriveWorks was originally implemented in the Vallourec Netherlands office as a proof of concept, it incorporated all drawings and documentation from the sale to the invoice.

Following **promising results**, Vallourec decided to **extend the use of DriveWorks throughout their whole Drilling Products Division**, which covers multiple functionalities, product lines and plants.

They started by firstly setting up and using DriveWorks and SOLIDWORKS in their engineering department to automatically generate drawings, routing cards and all the necessary documents needed for production.

They then used DriveWorks and SOLIDWORKS together to help them **reduce the cost of customized designs, accelerate sales enquiry response times and allow more options and product variations.**

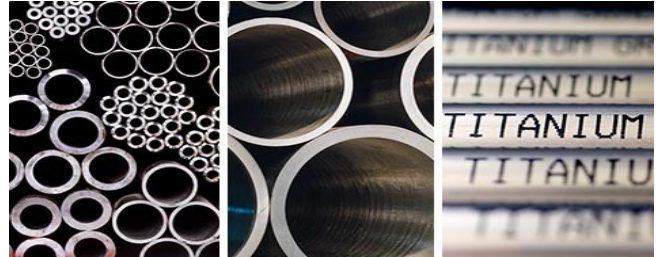
The Benefits

Since using DriveWorks, Vallourec say that they have **“better reactivity, efficiency and quality for customer service.”**

DriveWorks has helped Vallourec to improve and accelerate their production and sales processes by:

- **Improving lead-times**, thanks to time saved elsewhere during the design stages.
- Improving **information consolidation**
- **Reducing errors** and avoiding data crunching
- Increase of **information quality**

Vallourec have found it a great benefit to use one unique tool that covers multiple functionalities and product lines that can also be used at several plants around the world.



“We have significantly reduced our production launch time and intend to go even further with our process improvement to enhance our customer service.”

