



## Shell Open University The Royal Dutch/Shell Group of Companies

The Royal Dutch/Shell Group of Companies - usually known as Shell - has five core businesses of which Exploration and Production is one. Shell companies have interests in exploration and production ventures in over 45 countries and employ around 30,000 staff.

Exploration and production is the foundation of the petroleum industry. It extends from the search for oil or gas, through to the delivery to the refinery, processing plant or tanker for shipment.

Shell strives for improved efficiency, developing innovative ways of working and communicating. Shell focuses on the customer and is continuously decreasing its response time by bringing new technology to field and office as quickly as possible. In developing the skills required by the business, training and retraining are vital for rapid deployment of innovative technology and new ways of working.



***"During the last five years we have seen a lot of feature rich e-learning and computer-based applications, all interactive, multimedia and user friendly. All we say is 'Prove that it works for Shell'. X.HLP passed our tests after just a morning's work. The X.HLP Designer tool fills a gap in the market. Simple to use, it is delivered via the web and it does not require any plug-ins".***

Mike Gunningham, Course Director Production Technology at the Shell Learning Centre in The Netherlands, is part of the R&D team in learning methods and technologies. For

X.HLP, Inc.  
610 Lincoln Street  
Waltham, MA 02451  
Tel: (781) 890 2211  
Fax: (781) 890 4505  
Email: sales@xhlp-usa.com





Shell, the Shell Wide Web provides a perfect internet platform for communicating and learning. The Shell Learning Centre created the Shell Open University internet portal for training and education.

### ***The Challenge***

The Shell Learning Centre can be compared with a mid-sized university. On a yearly basis about 3,000 professional staff from all over the world out of a 10,000 people in the global staff pool visit the centre to attend more than 200 different courses. Costs for training, travel, accommodation and being away from the business amounts in total to



millions of dollars. Computer-based training and e-learning open up many possibilities for the reduction of costs and increased productivity. However, the conversion of hundreds of hours of existing training material into an e-learning environment is a major issue. The e-learning solution should provide a quick and cost-effective approach to this. Additionally, it has to offer assessment and must also run on the

existing management system utilised by Shell Open University. Another key requirement is that the e-learning modules must run on Shell's Global Infrastructure Desktops. Shell is implementing the concept of the standardised networked computer. This means that all software and data is downloaded from central servers to the desktop PC's. Therefore e-learning modules delivered through the internet should not require any plug-ins.

### ***The Solution***

"X.HLP came up with a Proof Of Concept, running from the browser, in one morning for one of our key applications, the Well Performance Simulator package. It was exactly





what we needed and astonishingly fast. It demonstrated - that assuming a clear storyboard was ready - then an e-learning module could be constructed in a very short time, complete with the look and feel of Shell Open University. The result was that Shell International E&P bought a six-user licence and, with support from X.HLP, developed a company-specific pilot module".

### ***The Results***

The X.HLP solution gives the opportunity to some of Shell's Subject Matter Experts to easily convert and generate material into an e-learning module themselves. Modules can be built far more quickly than it normally takes to co-ordinate with a software house and to develop a product, but could be more costly by the hours the Shell experts put in it. However, when the Subject Matter Expert has a clear understanding of his role and of the use of the software, significant savings in e-learning can be realised. This guarantees furthermore that the final product is instructive and interactive. X.HLP e-learning is based on interactive simulations. For software training, interactive simulations seem to give the best results. "In terms of customer service, X.HLP's support during the pilot project was outstanding. All in all we regard X.HLP as a development partner, who is listening to our needs when working on future developments".



**To obtain further information on X.HLP's solutions:**

**Call: (781) 890 2211**  
**Email: sales@xhlp-usa.com**  
**Web: www.xhlp-usa.com**

X.HLP, Inc.  
610 Lincoln Street  
Waltham, MA 02451  
Tel: (781) 890 2211  
Fax: (781) 890 4505  
Email: sales@xhlp-usa.com

