

# Support Portal

A single, online location for all software technical support needs—providing rapid access to expert answers

**GO TO THE SUPPORT PORTAL AT [HTTP://SUPPORT.SLB.COM](http://support.slb.com) FOR ACCESS TO**

- a vast knowledge base
- the latest technical news
- key documentation
- discussion forums
- secure data transfer
- training classes

## KEY BENEFITS

- Faster answers
- Improved workflows through discussion with industry peers
- Maximum value extraction from products and services by keeping up to date with news, documentation, and training options



Support Portal login.

The Schlumberger Information Solutions (SIS) Support Portal provides a single, online location for all petrotechnical support needs. The Portal provides access to training information, release notes, discussion forums, and a technical newsletter. In addition, Portal users can search an extensive knowledge base, providing access to a wealth of accumulated information gathered from user experiences, software programmers, and support staff worldwide—making available the same depth of information used by SIS support experts today.

The Portal creates an online world for the dissemination of valuable technical information relating to information management, IT infrastructure, and software tools available from SIS—including optimizing environments, supported interactions, and ways to get the most out of them.

It covers all areas that contribute to the effective use of a petrotechnical tool or system. Training services as well as technical support services are available within the Support Portal.

## LEARNING TOOLS

The Support Portal provides information for all types and levels of learning—whether new user or expert, you can browse classroom-based training and schedule courses from the Portal. Alternatively you can take an e-Learning module, or simply participate in customer-led discussion forums (or “bulletin boards”) where you can learn from or exchange ideas with industry peers.



Knowledge base search results.





- FIND ANSWERS QUICKLY**  
 Access rapid search of vast, classified knowledge base
- IMPROVE WORKFLOWS WITH EXCHANGE OF IDEAS**  
 Network with your peers in discussion forums
- GET MORE VALUE FROM YOUR TOOLS**  
 Make sure that you are up to date on the latest product versions, news items, and training
- STREAMLINE INCIDENT RESOLUTION**  
 Try self-help with the knowledge base first, then interact with local support
- PEACE OF MIND**  
 Share data with support staff to resolve incidents—with private folders and secure upload facility for maximum security

## INFORMATION IN ONE PLACE

The Support Portal pulls together technical knowledge from hundreds of sources to enable rapid access to information. You will find release notes alongside newsletters and news alerts. If you return on a regular basis, you will always be up to speed on all the developments taking place in your area of expertise.

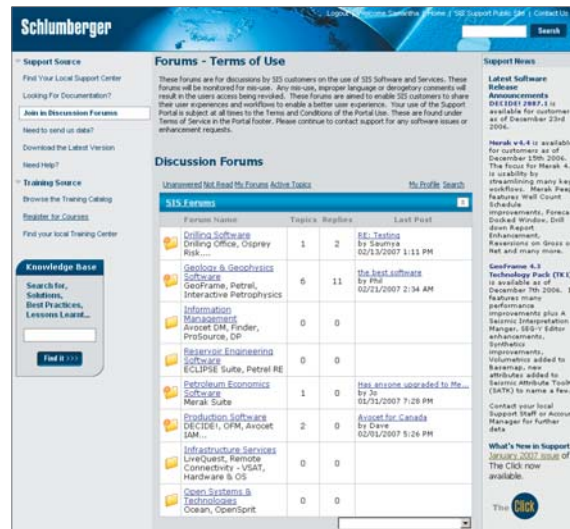
## POWERFUL TECHNICAL SUPPORT TOOLS

The Support Portal contains a knowledge base that has been in use within SIS since 2000. Support centers add to the database daily, and all the data is categorized. In addition to having a powerful search engine, the Portal allows you to refine queries by product, version, or category. Search for answers to specific questions or find out about best practices for the tools you already use to increase their value in your day-to-day workflows.

## YOU CAN FIND ENTRIES FOR

- drilling
- geology and geophysics
- information management
- open systems
- petrophysics
- petrotechnical computing infrastructure
- planning, risk, and reserves
- reservoir production
- reservoir simulation

If you search the knowledge base and do not find the answer to your question, the Support Portal provides direct access to your local support center.



Discussion forums enable free exchange of ideas.

## DIRECT INTERACTION WITH SUPPORT CENTERS

The Support Portal provides the ability to input an incident directly into the new Customer Care Center tracking system and to search for your own existing incident records—keeping you instantly up to date with the efforts of local support staff. And, for those times when you need to speak to a real person, contact numbers are provided for your local support center. More complex incidents may require data to be shared with support staff. The Support Portal enables you to upload data into private, secure folders to speed up incident resolution.

## EASILY ACCESSIBLE

For existing customers of SIS, access to the Portal is gained after a one-time registration process at the Portal Web site (<http://support.slb.com>). Subsequent visits simply require you to log in with user name (your company e-mail address) and password.

## ABOUT SIS

Schlumberger Information Solutions (SIS) is an operating unit of Schlumberger that provides software, information management, IT infrastructure, and consulting services. SIS enables oil and gas companies to achieve breakthrough team performance, unlocking the potential of E&P teams to step-change their effectiveness and productivity. Through our technologies and services, oil and gas companies can drive business performance and realize the potential of the digital oil field.

E-mail [sisinfo@slb.com](mailto:sisinfo@slb.com), visit <http://support.slb.com>, or contact your local Schlumberger representative to learn more.

[www.slb.com/sis](http://www.slb.com/sis)

