

BG GROUP ADOPTION CASE STUDY

Cisco Collaboration Consortium

Kate Elliott

BG GROUP



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Who we are

BG Group



- Market leader:
 - FTSE top ten company
 - Listed on London Stock Exchange
 - Market capitalisation
 - Circa £ 45,383.41m
 - Gas and oil:
 - Production approximately 70% gas; 30% oil
- Global gas major:
 - Over 6 000 employees; 65% outside UK



BG Group is active in more than 25 countries around the world

Who we are

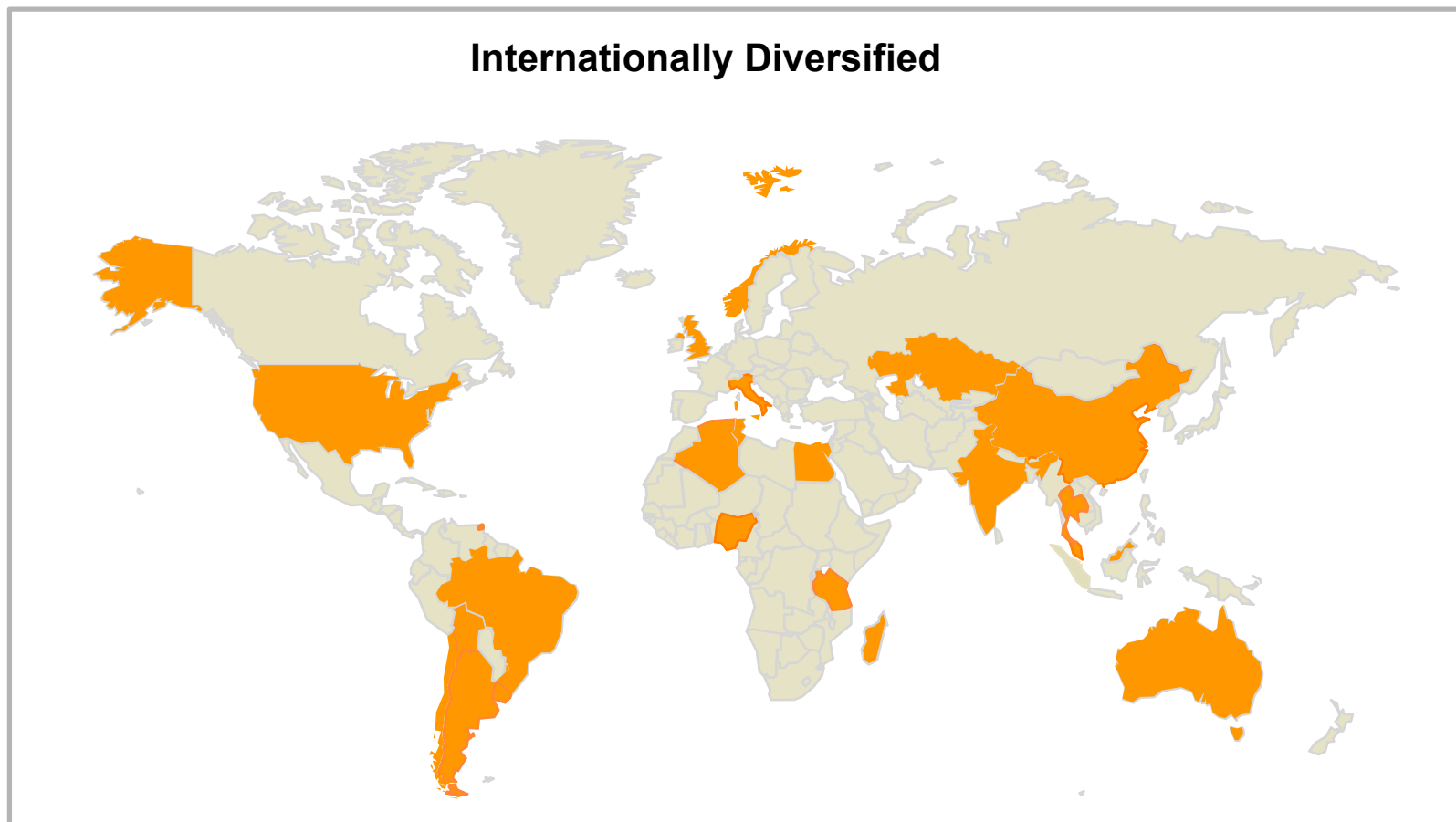
BG Group – Global gas major

- A world leader in natural gas
- Active across the entire gas chain from source field to market
- Business operations across five continents



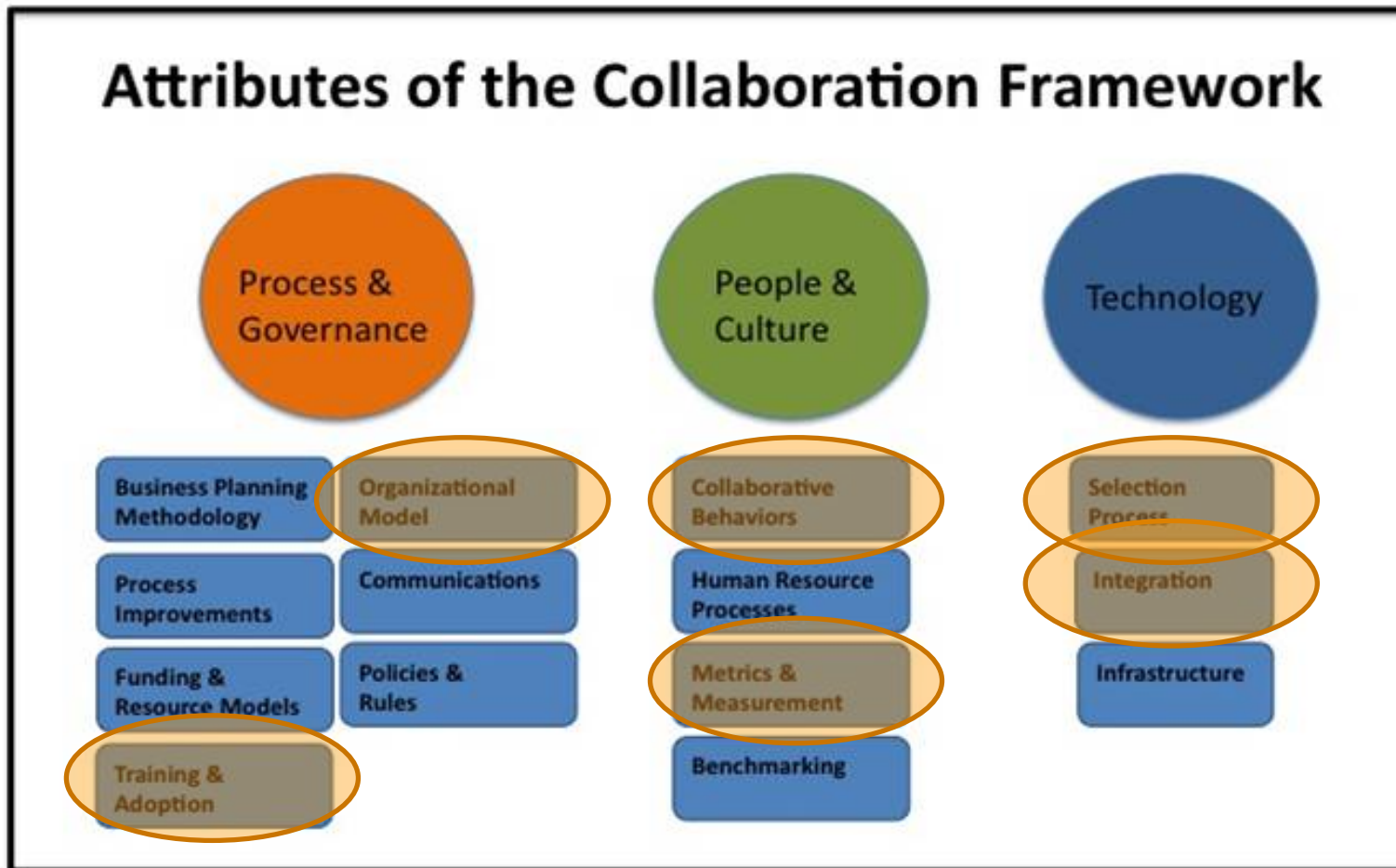
Who we are

Countries of current operation



BG Group is active in more than 25 countries around the world

Where in the Collaboration Framework does this case study occur?



Business Problem

As a rapidly growing, global business how can we ensure our staff are able to connect, share knowledge and expertise, learn and collaborate with each other?

BG Connect - Connecting our Global Workforce


- Social collaboration platform incorporating profiles, expertise and professional communities.
- Profiles are linked to Global Address List Information, and in some cases serve as master data.
- Profiles include contact information, skills, experience & expertise
- Professional communities (practice & interest) with community space including documents, links, calendar, forum and wiki
- 70% of the organisation with profiles, 90 live communities

Connect – Profiles



- Search for and Connect to people and expertise across the company
- Create your personal profile highlighting your experience and expertise

My Profile



Charlotte Gat Edit

Position Title: **Collaboration Advisor**
 Email: Charlotte.Gat@bg-group.com
 Telephone: **+44 1189 1111**

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🌐

My Knowledge & Experience

I am a highly skilled social media expert. My current role is the application of new web and social technologies in the workplace. I also have qualifications in behavioural change.

I can help you to understand how these technologies can help to facilitate open and collaborative working practices and improve your connections within the company globally.

I have worked in a number of organisations from multimedia to engineering and therefore understand how to successfully combine two very different approaches to work.

In my previous life I was also heavily involved in team building events so if you are ever looking for some inspiration or need any help with designing an event or activity for your team - please feel free to contact me.

Areas of Expertise

Global IT capabilities	Subjects: Collaboration - Benefits Realisation , Collaboration - Blogs , Collaboration - Media Streaming , Collaboration - Social Bookmarking , Collaboration - Using Web 2.0 technologies , Collaboration - Wikis
Human Resources	Subjects: Change Management

Languages I speak

[English](#) and [Spanish](#)

Locate Me

My Business Details


Company: [BG Group](#)
 Department: [BG Advance - Global IT Hub](#)
 Team: [Knowledge Sharing and Collaboration](#)


My Main Office Address


Desk / Workstation: [Hutton, 1 West 232](#)
 Address: [BG Group, Thames Valley Park Reading Berkshire RG6 1PT](#)
 Local Time: **11:24:59**
 Geographical area: [Europe](#)
 Country: [United Kingdom](#)
 Location: [Reading](#)


My Colleagues and References

Colleagues


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Contact Me


Contact Me by Phone

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 External Phone Number: **+44 1189 1111**

Contact Me by Email

Internal Email: Charlotte.Gat@bg-group.com
 Internet Email: Charlotte.Gat@bg-group.com

My Manager


 Jennifer Morrison
 Tel. +44 118 929 2585


Intranet Links

[Team Web Page](#) My current Team homepage

Internet Links

[News](#)

My Communities

Community Name	Role	Description
Connect	 Member	A place to share Connect skills, knowledge and experiences.

Connect – Professional Communities



Connect
BG GROUP

powered by Google Search
Tips Advanced

Home Search Me **Communities** Forum Wiki About Administration

My Communities
Current Community
Forum
Wiki
List Of Members
Structure
Join Community
Administration
Requests

Communities Search
Advanced Search »

Subsurface - Geophysics Home Forum Wiki
Community of Practice : 195 Members | List View | Photo View | Map View | Browse Join

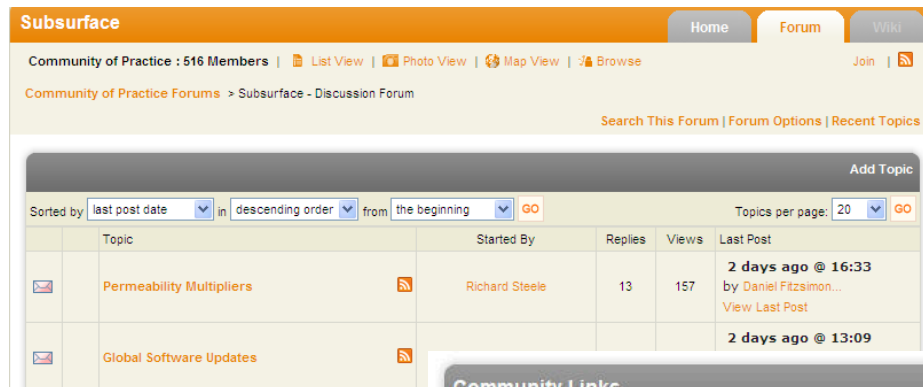
BG's Geophysics Community to share insights, information, knowledge, experiences and expertise.

A warm welcome to all Members of the Geophysics community!

Aims:
Link all BG Geophysicists together into a single global community
Support knowledge transfer on all things geophysical
Improve Asset to Asset knowledge sharing
Build a real sense of belonging to a functional community of BG geophysicists
Provide suitable guidance, help & support and challenge on all geophysical issues
Build overtime a searchable library of discussion threads - a BG Geophysics Wiki
Augment and reduce the number of 'distribution list' emails

Key People
Anthony Lewis
Sponsor, Facilitator
John Swallow
Coordinator
Dave Dickson
Facilitator
Charles Jones
Facilitator

- Meet your colleagues and find out who to contact
- Save time by asking your colleagues advice
- Easily create a store of community information
- Share useful links to external websites and documents



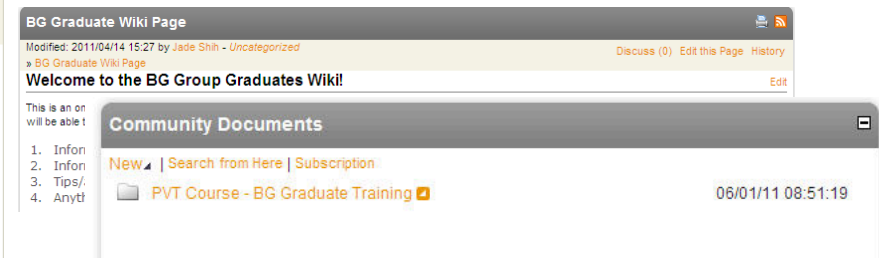
Subsurface Home Forum Wiki
Community of Practice : 516 Members | List View | Photo View | Map View | Browse Join

Community of Practice Forums > Subsurface - Discussion Forum
Search This Forum | Forum Options | Recent Topics

Add Topic

Sorted by last post date in descending order from the beginning GO Topics per page: 20 GO

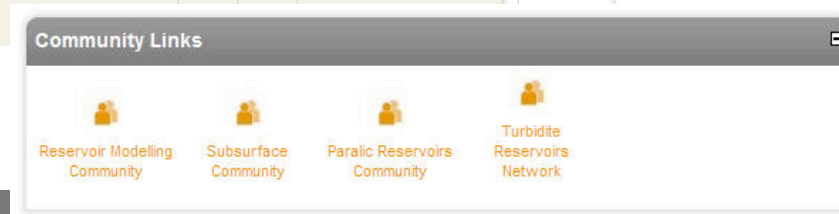
Topic	Started By	Replies	Views	Last Post
Permeability Multipliers	Richard Steele	13	157	2 days ago @ 16:33 by Daniel Fitzsimon... View Last Post
Global Software Updates				2 days ago @ 13:09



BG Graduate Wiki Page
Modified: 2011/04/14 15:27 by Jade Shih - Uncategorized Discuss (0) Edit this Page History
BG Graduate Wiki Page
Welcome to the BG Group Graduates Wiki! Edit

This is an on will be able t

Community Documents
New | Search from Here | Subscription
1. Infor
2. Infor
3. Tips/
4. Anyt
PVT Course - BG Graduate Training 06/01/11 08:51:19



Community Links

Reservoir Modelling Community
 Subsurface Community
 Paralic Reservoirs Community
 Turbidite Reservoirs Network

But....

- Only 25% of the active profiles contain knowledge & expertise, skills and a photo
- Biggest success is as a directory
- Only 30% of the active communities are performing well
- Community roles are informal and generally performed in addition to the day job
- There is a lack of understanding of acceptable use (people are scared to, for example, post on forums)

Challenges

- External parties
- Functionality of the social media platform
- Lack of confidence in use of the tools
- Senior stakeholder engagement
- Rapidly expanding business

Targeted Adoption Strategy

Current:

- Selected groups targeted for campaigning – e.g. new assets or large departments.
- Wherever possible to coincide with, for example, office moves.

Future:

- Increase engagement of specific senior stakeholders
- Implement incentive schemes

Measurement:

- Data provided for uptake levels with granular detail
- Graphically presented within Connect platform
- Collection of more qualitative information such ‘success stories’

Recommendations

What are the best practices that you recommend?

- Surface and manage resistance
- Ensure ease of use - intuitive tools
- Clear, succinct guidance

What were the lessons learned that you would do differently next time?

- Get senior stakeholders support as soon as possible
- Focus on the necessary cultural change programme to run alongside the technological changes