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New relationship between Operator and Service Company and engineer's role

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Abstract: In DESC (Design and Evaluation Services for Clients) service, a service company engineer works in the client office and with oil company engineers to analyze wells that are candidates for production improvement and to develop treatments to enhance well productivity. For both service company and oil company, the DESC program provides significant benefits. DESC engineers are dedicated to serving a single customer, cutting cost, improving quality and raising productivities. They contribute years of experience in completion engineering, and when they move into an oil company office, they are practically self-sufficient, bringing their own networked workstation, a bookshelf of dedicated software and a modem. The oil company provides an office with a desk and chair, phone and electricity, and allows access to well files and company experts.

The oil company gets a seasoned engineer with a fresh perspective. The service company gets a richer understanding of client needs and improved access to opportunities for well treatment services. Both parties benefit from daily contact that builds trust, which stimulates the cross-pollination of ideas. This candid exchange results in earlier acceptance of new ideas and faster development of solutions. As management consultants say, it's a win-win scenario.

There are several practices and tools what service company engineers use to share knowledge and experience. They are important factors to enhance operation and production efficiency in tougher drilling environment.

This paper presents how the DESC program works, and a tour of case studies to see how DESC engineers operate day to day.

Key words: [DESC engineer](#), [knowledge management](#), [SQI](#), [KPI](#)

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