



# Global Services: Client Services



As a customer, you've made a significant investment in leading edge geoscience software; let SMT Global Services help ensure that you are getting the most out of that investment. During our onsite visit, we will evaluate your entire KINGDOM geoscience environment, identify underutilized functionality, improve security, and enhance performance.

**You're a candidate for our services if you need to:**

- Improve KINGDOM performance across your network and workstation environment
- Upgrade to the latest 64-bit version of KINGDOM
- Migrate to a new database system or server
- Make better use of underutilized KINGDOM functionality
- Speed up your exploration cycle time

**Key Benefits:**

- Concentrate on business issues, not KINGDOM IT issues
- Maximize your investment in KINGDOM software
- Optimize KINGDOM performance
- Reduce risk of data loss by assuring proper backup & recovery and disaster preparation

**What you will receive:**

- A dedicated, experienced SMT professional, with years of experience with the application and in the industry
- Access to any SMT resource through the SMT representative
- Software upgrades and patches applied
- Knowledge transfer from an experienced professional

**Pricing and Scope:**

- Reasonable daily rates; some packages are discounted
- Portable workstation provided
- All necessary KINGDOM licenses are included; other licenses such as OpenSpirit are available for a nominal fee
- Short and long-term rates are available

I. Data and Systems Services			
<b>Installation Services</b>	A 3-day packaged service, which can include: <ul style="list-style-type: none"> <li>• Installation of all software and licensing</li> <li>• Configuration of third-party connectivity</li> <li>• Performance of sample data migrations</li> <li>• Mentoring in data loading and basic usage</li> <li>• Demonstration of backup/recovery techniques</li> </ul>	<b>Systems and Network Services</b>	A 2-day packaged service, which can include: <ul style="list-style-type: none"> <li>• 64-bit implementation assistance:               <ul style="list-style-type: none"> <li>◦ Database installation and configuration</li> <li>◦ Project database migration</li> </ul> </li> <li>• Project inventory and cleanup</li> <li>• Review and improve data security</li> <li>• Network performance analysis</li> </ul>
<b>Performance Troubleshooting and Optimization</b>	General IT consulting to improve customer experience: <ul style="list-style-type: none"> <li>• Network &amp; software performance analysis</li> <li>• Database installation and assistance</li> <li>• Mentoring in software functionality</li> </ul>	<b>KINGDOM Project Repair</b>	Assistance with repairing damaged projects: <ul style="list-style-type: none"> <li>• Database reconstruction after loss</li> <li>• Systems file database re-linkage</li> <li>• Proprietary tools</li> </ul>
<b>Data and Platform Conversion</b>	Integrated services to assist with migration from third-party software to KINGDOM: <ul style="list-style-type: none"> <li>• Project scope analysis and planning</li> <li>• KINGDOM environment setup</li> <li>• Platform connectivity configuration</li> <li>• Data migration and QC</li> <li>• Mentoring in new systems</li> <li>• Auxiliary KINGDOM and commercial OpenSpirit licenses</li> </ul>	<b>Data Loading</b>	General data services, with experienced SMT personnel who can escalate any issues: <ul style="list-style-type: none"> <li>• Well data loading of all types</li> <li>• Seismic data loading</li> <li>• Culture data loading</li> </ul>
		<b>Online Data Loading Assistance</b>	Short online session (3 hours or less) to assist and mentor a user in challenging data loading situations

**For More Information: Visit <http://www.seismicmicro.com> or contact your SMT Account Manager/Local Agent.**

Seismic Micro-Technology, the market leader for geoscience software, helps organizations find oil and gas faster. The company's KINGDOM software allows geoscientists to focus on the analysis, not on managing the tools. SMT software enables intuitive interpretation, 3D modeling, analysis and data management, in one integrated executable. Customers can install and interpret data in the same day. With 3,000 customers in 100 nations, SMT has demonstrated performance proven to scale. SMT is headquartered in Houston, Texas with offices in Calgary, London, Dubai, Moscow, Rio de Janeiro and Singapore.



## About Us

Since 1984, Seismic Micro-Technology, Inc. (SMT) has provided the upstream E&P industry with innovative software solutions that have changed the game for ease of use, cost-effectiveness and total integration. We developed the first geoscience interpretation tools for the Windows® environment to help fast-track interpretation, collaboration and decision-making while delivering exceptional accuracy and consistency. Today, SMT is the global leader for geoscientific interpretation software- now used by geoscientists in 100 countries.

To learn more about how SMT can help reduce your time to first oil, visit [www.seismicmicro.com](http://www.seismicmicro.com).

II. Onsite Services	
<b>Long-term Service Engagements</b>	One-year commitment for full- or part-time onsite services in the following areas: <ul style="list-style-type: none"> <li>• Systems and Network Support</li> <li>• KINGDOM Technical Support</li> <li>• Workflow mentoring</li> <li>• Project management</li> <li>• Database management</li> </ul>
<b>Short-term Services Engagement</b>	<b>Services as listed at left, but with monthly or daily rates</b>

III. Interpretation and Reservoir Characterization Services	
<b>Interpretation and consulting services, short or long term</b>	<p>Services can include:</p> <ul style="list-style-type: none"> <li>• Rock Solid Attributes generation and interpretation - Attribute analysis is a powerful way to gain insight into your prospect. However, there are numerous attributes available, each requiring deep expertise to understand. SMT Global Services can help demystify the process by running critical attributes on your data and helping you understand what they mean. Attributes such as curvature, sweetness, similarity and many more are available to be processed in the specific area of interest, on your prospects. In many cases, the analysis and interpretation can be done remotely at the SMT office, with confidentiality assured for any data provided. In addition, SMT Global Services can provide you final outputs in a timeframe that meets your business needs.</li> <li>• International bid round data package preparation and analysis - Many government bodies and companies provide large bid packages that may require months of your time to sort through, load and then interpret. Our experienced staff can help you shorten that cycle and meet your submittal deadlines!</li> </ul>

Intuitive. Integrated. Interpretation. | [www.seismicmicro.com](http://www.seismicmicro.com)

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