



FEATURE STORY

The Airline Hates My Keyboard

By Dan Piette, OpenSpirit President & CEO



I opened up my copy of Microsoft Word 2007 this morning and it asked me if I wanted to save a recovered file. I looked at the file, and it was a four digit number. I

looked at it a little more closely and I recognized it as my password for my Continental Airlines account. I knew immediately why the number was there, but why I had to put it there requires a little bit of a story...

My first job in the software industry was in technical support. The job was great fun, but also had a real downside. The fun part was you were always solving problems with limited information. The downside was that nobody who called you was ever happy.

Solving problems becomes like an addiction. Of course, you have your run of the mill questions that you can answer off the top of your head. Here at OpenSpirit I would guess that our Support guys (God bless 'em!) can immediately type an answer to probably half the questions received.

About five percent of the questions cannot be answered without new code. This means these questions go onto a list and we fix the problem based on its severity. We almost always have a workaround for these problems, especially if they are critical to the workflow.

In a very few instances, we need to write a patch to solve an especially critical problem that a client may encounter. This happens very seldom because of the havoc it causes on the normal development schedule. The less said about patches, the better.

That leaves probably 45% of the questions that are sort of like a puzzle. Some of these questions get teased out easily enough over a couple of e-mails, or perhaps a phone call. Sometimes we need to ask to see a "debug" log file. This captures error messages that the computer can generate as it is running our software. Usually these messages are not generated, but these files prove invaluable in helping us figure out what the user was doing when the problem was encountered and, hopefully, what is going wrong.

Of the easily answered questions, it seems that licensing takes up the bulk of our time.

Wouldn't it be easier if we didn't have to use any license control? You bet! But then how would we get paid? Don't laugh, we are trying to think of various ways to allow access to our

software without the sometimes intrusive licensing schemes (provided by a third party) that we use now. Any ideas? E-mail me at dan.piette@openspirit.com - I will be glad to pursue them. Just keep in mind that it is in your best interest to keep OpenSpirit a healthy and happy company. Well, healthy, anyway.

Another large group of questions surrounds the use of Oracle. Most of the commercial data stores we support use Oracle as their database "engine". While Larry Ellison would probably not want to hear it, Oracle is one complicated piece of code! We spend a lot of time making sure that it is configured correctly.

Stumpin' the Support team is entertaining

I asked our lovely and talented Support organization to let me know the hardest questions they have answered (that did not include the need for additional programming). It is interesting to see what they came up with.

"Solutions are our business!" - Support Team

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OpenSpirit Expands Global Sales Organization; Broadens Development Focus

v3.1 Now Available

Register for OpenSpirit Technical Symposium in Rome

GIS Interoperability

SHORT SHOTS OpenSpirit News



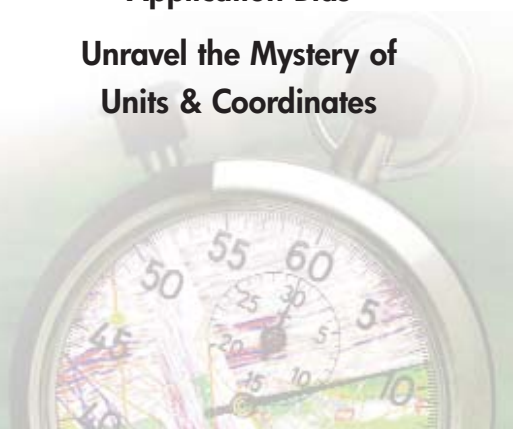
Infinite Integration

Digital Pathways Delivered

Achieve Exponential Efficiency

Break Free from Application Bias

Unravel the Mystery of Units & Coordinates



OpenSpirit Expands Global Sales Organization and Broadens Product Development Focus

GLOBAL SALES

The OpenSpirit direct sales organization is evolving to support continued growth in The Americas and China & Australasia regions. As part of this effort, an increased focus is also being placed on business relationships among the OpenSpirit digital integration partners as they develop, implement and market their OpenSpirit-enabled applications.

Daryl Bailey: Business Development Manager, US & Latin America

Daryl Bailey came to OpenSpirit in January to help support ongoing account management efforts in the US and Latin America. With 30 years in the upstream E&P industry, Daryl has experience in both drilling and exploration, most recently at Tsunami Development, where he managed worldwide sales and marketing. He has also served as senior account manager at Paradigm and Schlumberger.

He will be working closely with Lance Byrd, Sales Manager, The Americas.

Gary Lo: Regional Sales Manager for China & Australasia

To meet the demands of the rapidly growing market in Australia, China and Asia, Gary Lo has joined the sales team as the Regional Sales Manager for China & Australasia. Gary has been with OpenSpirit since 2006 and has worked directly with clients and OpenSpirit-enabled partners. He has extensive experience in the upstream G&G sector gained from his years with Landmark and Schlumberger.

Brian Boulmay: Business Partner Manager

Brian Boulmay joined OpenSpirit in February as a Business Partner Manager focusing on supporting our existing Developer Kit customers and building relationships with new partners that provide important geoscience applications to the upstream oil & gas industry. A certified Geographic Information Systems Professional (GISP), he brings 10 years of experience to this role, including serving as

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One of the answers I got was related to the file system and the location of the OpenSpirit installation. Because the installation of our software is so flexible, it is sometimes difficult to know where to start our "shared services". And unless we have some sort of access to the system, or some description of what software is installed where, it is extremely difficult to help someone figure out the answer to that problem.

Coordinate Reference Systems and Datums always seem to offer an unending supply of problems. I pulled up a support thread at random and, of course, it seemed to be related to a Datum shift. The client sent a note asking why their horizons were shifted exactly 1800 feet. We had to make a phone call on this one, but it was because the seismic datum was set to 1800 feet. It was switched to 0 in SeisWorks. But our data servers did not pick this up until they had been reset by stopping and restarting them. The solution was to stop and restart the server so the new datum would be recognized.

One question that took quite some time (and even a site visit!) to solve involved a configuration that used a custom definition of a foot (who knew there were so many feet in the world?). In this particular part of the world, they wanted to make sure that ALL feet were in THEIR feet. Since we are so flexible, we allowed this to happen. But we didn't do as good a job documenting the behavior as we should have. This meant that it was hard to find out that this new foot was THE foot in the area. But through perseverance and creative problem solving by our outstanding Support folks, a solution was found.

Another hard question again revolved around a specific datum/Coordinate Reference System and a complicated workflow involving CopySync, the Scan Utility, ArcGIS, and Petrel. The datum shifts were different in the source project, ArcGIS, and Petrel. Again, with the ability to analyze these issues and work closely with the client, we came up with an answer. As our Support people always say, "Solutions are our Business!"

We are lucky, I think. Our clients are pretty great, and they often make it a point to recognize the efforts of our Support folks. Sometimes they even ask to make sure the management team gets the good word. Well, I want you to know that I do. I see almost every Support question and every comment, so I know the score. Having done Software Support myself in the past, I understand the challenges our people face, and the great job that they do. Keep your comments coming. We learn from them. We appreciate them.

Now back to my keyboard

Now I suppose you are wondering why I started this out with a four digit number in Microsoft Word. Well, for an obscure reason that I cannot understand, Continental Airlines does not like my keyboard. They dislike it so much that they refuse to recognize numbers typed in from the keypad or the horizontal row of numbers across the top. But if I use those same keys and type them into Word, and then copy and paste the numbers into my Web browser, it logs me in with no problems. How can this be? It is honestly beyond my technical abilities. But not beyond my problem-solving abilities.

So don't hesitate to ask us hard questions. We are all here to help. ◆

OpenSpirit v3.1 Released in January

Building on the streamlined and flexible infrastructure implemented in v3.0, OpenSpirit v3.1 gives geoscientists and data managers access to decision-critical E&P data with new data connector support for GeoFrame[®] 4.4, and KINGDOM 8.2, as well as a pre-release version of OpenWorks[®] R5000.

OpenSpirit 3.1.0 is a Master and Satellite release and is intended to replace any v3.x release. The OpenSpirit v3.1.0 release must be installed as a new installation. Migration from previous v3.x installations can be run during the installation.

Master and Satellite installation are available on all supported platforms.

See a full description at: <http://www.openspirit.com/documentation.html>

Download the v3.1 update kits at: <http://www.openspirit.com/downloads.html>

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OpenSpirit Technical Symposium Rome

Register Today!

The **OpenSpirit Technical Symposium** brings together end users and best-of-breed software vendors for an open-forum information exchange featuring technical information and end-user case studies. Attendees return to their organizations with new ideas about how to leverage OpenSpirit technology within their G&G workflows.



Friday, June 13 0830 to 1600
Radisson SAS Hotel, Rome

Social event will be held on the evening of Thursday, **June 12** at
Gusto Winebar

You will hear plenty of information about:

- OpenSpirit v3.1
- Application Interoperability
- New Data Store Connectors
- ArcGIS Workflows
- And more!

The afternoon offers presentations from clients and partners who will discuss their OpenSpirit integration experiences.

Register for Rome
www.openspirit.com



SHORT SHOTS OpenSpirit News

Events and Technical Symposia

- EAGE, April 7-10, St. Petersburg, Russia
- Digital Energy, May 21-21, Houston – see us in the Paradigm booth!
- EAGE, June 9-12, Booth 7611, Rome
- **OpenSpirit Technical Symposium, June 13, Rome**
- **OpenSpirit Technical Symposium, September, Calgary**
- **OpenSpirit Technical Symposium, September, Houston**
- SEG, Nov. 9-12, Las Vegas

OpenSpirit Training dates

Courses are held at our offices in Stafford, Texas.

OpenSpirit Basics

- May 27
- August 26
- November 25

OpenSpirit for Administrators

- May 28
- August 27
- November 26

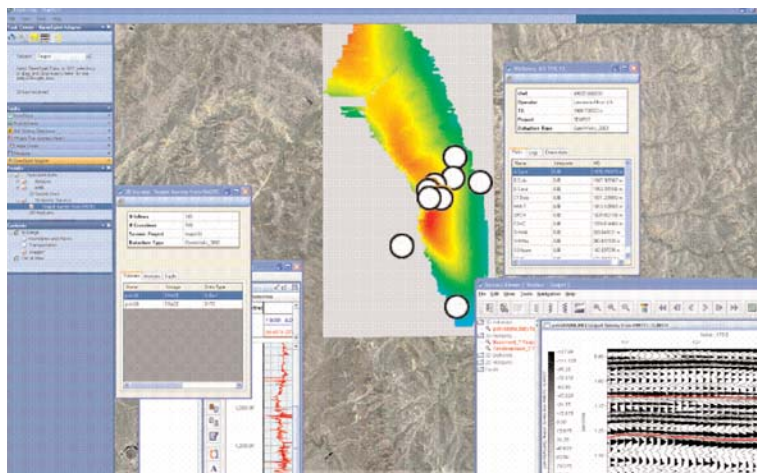
Information and registration instructions/form are available at:
www.openspirit.com/training.html.

GIS Interoperability Demonstrated During ESRI PUG

During the plenary session of the 2008 ESRI PUG Conference in Houston, OpenSpirit was invited to demonstrate new ways for GIS applications to interoperate with G&G data and applications.

OpenSpirit highlighted two GIS workflows:

- Using the free ArcGIS Explorer adapter, users can interactively post well, seismic, and interpretation data as overlays in ESRI's ArcGIS Explorer. A user may then select an individual well or seismic line and see additional details about data stored in the underlying G&G project, or broadcast data selection events to other OpenSpirit-enabled applications, including the OpenSpirit desktop viewers.
- The second workflow demonstrated the ability to use ArcGIS Server's Web Mapping Application, in conjunction with OpenSpirit, to deliver an easy-to-use Web browser-based map that can send OpenSpirit data and GIS selections to OpenSpirit-enabled desktop



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GIS Practice Lead at Telvent's Energy Division, Petroleum Industry Solutions Manager for ESRI and GeoInformation Team Lead at Shell.

Brian and Business Partner Manager, Omar Alam, will be working together to ensure that our global partners have the technical tools and sales and marketing support that they need to streamline the implementation and adoption of their OpenSpirit-enabled applications.

MARKETING

Responding to the needs of clients and partners and launching industry-driven product development initiatives is also a key area of focus.

Suri Bhat: Product Development Director

Working with clients to identify requirements for key enhancements and new products, Suri Bhat joined the Marketing team in January as Product Development Director. He has more than 12 years of experience in the development and delivery of software solutions to the E&P industry. Prior to joining OpenSpirit in 2007 as a member of the partner management team, Suri performed software development and product management roles at Wellogix, Landmark and Ensyte Energy Software International. ◆

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V3.1 Developer Kit Coming Soon

Key to this version is the next generation developer kit API, which will give clients and third-party developers the flexibility to build application plug-in adapters to the new architecture.

The v3.1 Developer Kit contains new libraries and programming interfaces that will enable developers to realize a significant reduction in the time it takes to build an application adapter.

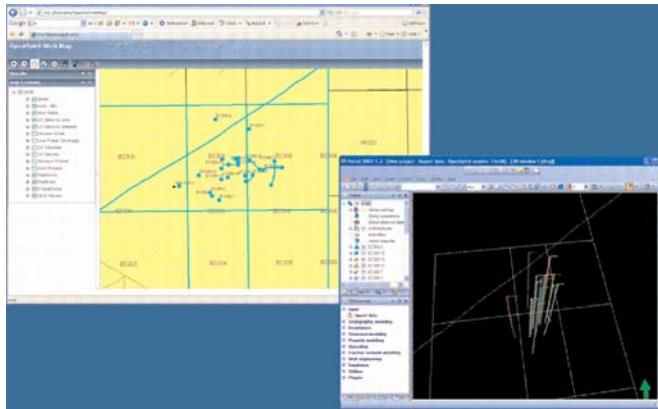
In v3.1, our data access service makes it even easier for users to access data, including oil companies that are familiar with JDBC or ADO.NET-based development for simple reporting tools.

The developer kit also includes a new metamodel service and expanded unit and cartographic services.

The new developer kit is scheduled for release in early Q2 and will be available for download via the Developer Forum at www.openspirit.com. ◆

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applications. This allows end users to use this map interface as a data selection tool for OpenSpirit-enabled applications and make GIS data accessible to variety of desktop G&G applications.



OpenSpirit expects a number of ArcGIS-server based application providers to leverage the upcoming OpenSpirit v3.1 Developer Kit to deliver this convenient functionality to their E&P customers. ◆

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