



CUSTOMER SUCCESS STORY

# Equitrans Midstream: Fueling Growth and Innovation with Oracle Cloud

## INDUSTRY

Energy

## LOCATION

United States

## CUSTOMER PROFILE

Equitrans Midstream Corporation (ETRN) is a premier midstream oilfield services company with HQ in Pittsburgh. The business was formed in 2018 following the separation of EQT Corporation's midstream and upstream businesses. They construct and operate natural gas pipelines, primarily in the Appalachian basin.

## THE CHALLENGES

The customer initially approached Inoapps as a recently formed spin-off energy company. They needed a new ERP system to meet their core business needs after separating from their parent company. It was crucial for them to quickly disconnect from the parent company's systems, including JD Edwards and several small systems.

Some challenges of the existing system included:

- ▶ Multiple customized, outdated legacy systems and point-to-point integrations
- ▶ Cumbersome human resource and finance processes involving heavy paperwork that exposed them to the risk of overpayments
- ▶ Data that was inaccessible in real time
- ▶ Introduction of new stakeholders due to the formation of the new business
- ▶ Outdated technology that hindered them from attracting younger talent in an industry competing for quality staff
- ▶ Duplicate entry into multiple systems, leading to inconsistent information with departments reporting different numbers

Simply replicating the parent company's system would prevent the business from innovating and growing at the desired speed.

They chose Oracle Cloud because it provided all they needed in one cloud solution. Having dealt with integrations for decades, they aimed to minimize the number of integrations they had to manage.

## OBJECTIVES

The customer sought a cloud solution because the new company wanted to avoid expensive data centers. This would also enable them to:

- ▶ Simplify the system landscape and integration map
- ▶ Standardize processes

Additionally, they needed to ensure that their core IT systems were fully operational as soon as possible to maintain business continuity and enable timely delivery of new projects.

## THE SOLUTION

ETRN selected a multi-pillar Oracle Cloud solution with Inoapps Energy Cloud after a rigorous procurement process.

They were influenced by Oracle and Inoapps' ability to meet sophisticated requirements, including FERC reporting and integration with key industry systems.

Inoapps successfully delivered the project over three phases spanning 21 months. The initial deployment of core Finance and Human Resources functionality, alongside Inoapps Energy Cloud solutions for integration and reporting, went live in under 12 months, enabling ETRN to gain rapid value. However, during the first phase, the COVID-19 lockdown posed challenges as staff had to adapt to the new systems remotely.

ETRN had extensively prepared their staff for the new systems through activities such as lunch and learns, appointing change champions, conducting demos on SharePoint and cafeteria screens. As a result, when the go-live happened, it wasn't the first time people had seen the system. However, with everyone being sent home, the face-to-face element of being able to ask a co-worker sitting next to you for assistance was no longer available, leading to a higher volume of support tickets than expected and at a faster rate.

Inoapps stepped in with additional resources to act as a helpdesk, helping the staff get on board with the new systems. Inoapps also assisted the customer with testing, training, and support while being mindful of the customer's competing priorities, including a \$6B pipeline construction project.

## MANAGED SERVICES

Since the original go-live, Inoapps has provided Business-As-Usual support through its Oracle Managed Service practice.

In their first year, ETRN focused on refining their initial implementation without taking on any enhancements. This allowed them to close the loop on outstanding tasks post-launch.

ETRN now sees major benefits from Oracle's quarterly patches and continuous innovation. Initially concerned about managing these updates, they rely on Inoapps for support to ensure the adoption of relevant new functionality and continuous innovation from Oracle. The results have been impressive— incremental changes, like improved UI automation, and larger enhancements, such as new reporting capabilities, have showcased the power of Cloud Apps. An example of this is using Visual Builder with Journeys to generate an approval workflow for SOX compliance when adding new users to the system. These updates enable ETRN to do more with their system every day.

Inoapps goes beyond just testing updates—they also review Oracle's release notes, condensing them to highlight what's most relevant for ETRN. This helps them prioritize enhancements that add immediate value while planning future improvements.

## PRODUCTS AND SOLUTIONS IMPLEMENTED

- › Oracle Cloud Enterprise Resource Planning
- › Oracle Cloud Human Capital Management
- › Oracle Cloud Supply Chain Management
- › Oracle Cloud Enterprise Performance Management
- › PaaS/Inoapps Energy Cloud

Large number of systems replaced, including

- › JD Edwards
- › Org Plus
- › Smashfly
- › Ariba
- › Unicorn Finance
- › Agile
- › Cognos
- › Pacific Timesheet
- › Workfront
- › Docusphere
- › PowerPlan
- › MasteryNet
- › OneSource
- › Taleo
- › Sungard DR

## OUTCOMES

- › The new Oracle solution is more cost-effective to run than the system they left in the parent company
- › Support for business growth from scalability
- › Improved data quality and full visibility
- › Implementation of supplier portal is now driving invoice submissions to suppliers, allowing Accounts Payable functions to spend time on analysis rather than clicks
- › Improved project financial controls
- › Enhanced core financial system with significant operational process benefits by consolidating and simplifying previous system footprint
- › Capital forecasting cut by two weeks, with analysis process going from three weeks to one week
- › Supply chain negotiation and bidding tools – enhancements and improvements when working with suppliers
- › Developed contract templates for remote landman access for in-person contract negotiations
- › Simplified and standardized HR processes and reporting capabilities
- › Integrated HR suite provides real-time forecasting for salary purposes
- › HR went from a very paper-heavy part of the organization to largely paperless with employees using the self-service parts of the system – invaluable with the system coming online during Covid
- › Moving to a digital culture in HR, facilitated by the implementation, meant the company was able to start hiring right across the company, not just locally

## WHY INOAPPS?

ETRN selected Inoapps as its Oracle partner due to its deep expertise in the energy and construction industries and ability to extend Oracle solutions with the Inoapps Energy Cloud for industry-specific processes. The Inoapps team's proven track record with multi-pillar Oracle Cloud implementations, alongside a strong partnership with Oracle, gave ETRN confidence in their ability to meet deliverables on a challenging timeline. Additionally, Inoapps' expertise in JD Edwards migration ensured a smooth transition.

## CONNECT WITH US

Call +44 (0)870 112 2000 | +1 888 305 7525 or email [askinoapps@inoapps.com](mailto:askinoapps@inoapps.com). Find your local office at [inoapps.com/contact](https://www.inoapps.com/contact)

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