



Client Profile

Hess is a leading shale oil and gas producer, one of the largest in the deepwater Gulf of Mexico and a key natural gas producer and supplier to Peninsular Malaysia and Thailand. The company is also engaged in exploration and appraisal activities offshore Guyana, participating in one of the industry's largest oil discoveries in the past decade.

Business Challenge

With approximately 19,000 private Royalty Owners in the United States, Owner Relations at Hess requires robust data management and significant personnel to administer customer care. Previously, Owners would call Hess directly regarding address changes, payment inquiries, or other needs. If each phone call lasts ten minutes – just ten minutes – then Hess owners will spend more than 3,166 hours, collectively, on the phone with Well Owner Support Representatives per year.

Sierra Solution

The BTP-based Hess Owner Relations Portal organizes a busy network of information management processes into a central, accessible location. Now, with the Hess Owner Relations Portal, Royalty Owners can:

- Update contact and banking information
- View ownership and payment history
- Submit an inquiry, access important forms, and more

Results

Within 18 hours of launch – the morning after launch day – 1,000 Hess Royalty Owners registered to use the new Owner Relations Portal, demonstrating enthusiasm for people-led innovations. Now, over 12,000 Royalty Owners are portal members, drastically reducing the staffing need for customer care.