

## Customer Testimonials

### ■ Graham Macleod, Vice President of Asset Integrity and QMS, Precision Drilling

I really liked the way that [Reliability Dynamics] interpreted a complex standard [ISO 14224] in relation to our application...it was exactly what we were looking for...its simplicity [for users] is what makes it great...insights from our [data/reports] are absolutely everything we possibly need.

See Graham's remarks in his 2020 SAP Centric EAM conference presentation (link to relevant time segment):  
[SAP S/4HANA at Precision Drilling: Two Years Later.](#)

### ■ Ramesh Vora, Senior SAP PM Analyst, Nexen Energy

Restructuring FLOC structure was a big achievement for us and so that project is near and dear to my heart and I consider it as one of the most successful and satisfactory projects I have worked on (as you know, this project has been accepted as a Nexen standard going forward).

### ■ Thiago Amato, Corporate Asset Integrity Engineer, QGOG-Constellation

QGOG implemented the ISO 14224 through ISPM methods for eight drilling rigs. Since the first rig implementation, we started seeing benefits. Due to the ISPM, we were able to improve maintenance performance indicators through better and structured data collection. Now they are much more reliable and accurate. While data quality is still an issue, our maintenance team is continually working on improving this, and pushing our offshore employees for better data collection. We are also able to better track the bad actors, failure modes and root causes. In addition to that, it is important to highlight the commitment and knowledge of Reliability Dynamics Principal Engineer. Tony Ciliberti did much more than an ISO 14224 implementation. He helped us in developing a strong tagging system and assisted us on CMMS challenges. I can say the ISPM is more than a method; it is a culture change.

### ■ Jayne Seivwright, IT Business Analyst, Marathon Oil

The failure, damage and cause codes are just so impressive to me. I can see immediately how they will help not only Norway to better manage their maintenance but from a Reliability perspective also. I just wanted to let you know, that during the workshop, I had this "vision" of how everything would work, but it is nothing compared to the hands on experience I have had. I can honestly say that I am blown away! The guys who are going through the training are also extremely positive about the whole experience and they too can see the improved processes as well as the reporting potential. Thanks Tony, in my book – you're a star.

### ■ Brad Bowness, Hydro One Networks Business Manager/Solution Architect

[Hydro One Networks Cornerstone Project] [Tony has] very deep understanding of PM functionality and the best way to implement in a T&D utility environment. Solid understanding of overall SAP landscape and the Hydro One solution. Solid understanding of long term program goals and corporate strategy at H1. Solid understanding of future goals and ensuring we are setting ourselves up for success relative to document management, integration with Meridium, reporting strategy and anything we have thrown at him. Tony not only has a solid understanding of the SAP product, but can clearly articulate this into a tactical implementation approach. He is a very strong resource and I would recommend him to any project.

## SAP Delivery Testimonials

### ■ Gaurav Harnal, Services Account Manager, Federal Civilian

I had the pleasure of working with Tony at a large Federal SAP customer, implementing Reliability Dynamics and SAP solutions that supported the Customer's engineering transition to smarter data, quality/reliable metrics and KPI capture, and reporting; enhanced with 2D/3D Visual Enterprise tools and features to enable automation of visual capabilities and interactions with equipment. Tony is a recognized expert in the field application of ISO 14224 methods for SAP enterprise resource planning (ERP) software. Throughout the engagement lifecycle of this Project - proposal, initiation to delivery/execution, test and closure, Tony was an integral member of the team who delivered consistent and reliable results. I knew we had a winner, when Tony came in to office in Week 1 with print outs of his solution area materials, including a training plan, configuration plan etc. already thought through. Tony was ready to go Day 1. When faced with change management concerns on the program, Tony was quick to jump in and help the customer leadership team tailor appropriate messages to their end-users to address resistance, questions/concerns attributed to program implementation. Tony worked above and beyond to deliver results that were 'better than expected'. He was quick to offer support to other consultants, when needed; often taking proactive steps to suggest recommendations and improvements in our team meetings. Tony is an exemplary professional, who has both breadth and depth of experience in his field. I look forward to future opportunities to work together with Tony, and encourage anyone reading this recommendation to engage him as much up-front in planning and execution; Tony's experience and insight proved invaluable to our team outcomes and customer relationship.

### ■ Darren Saumur, SAP Senior Vice President Professional Services Canada

[Hydro One Networks Cornerstone Project] Tony, I want to let you know that from my perspective you have been amazing. The client feedback and their perception of SAP consulting all changed for the good when you stepped into the project. You're a star and I thank you for everything! This account was getting weekly calls to Bill McD until you arrived.

### ■ Dawn Woodruff, SAP Senior Resource Analyst, Recruiting Management

[Newmont Mining Project, Sales Cycle – e-mail correspondence] ...due to the high visibility and revenue of this project, FYI The CP, Rani Ahuja and DM, Scott Paul requested another candidate search. The feedback they provided is the majority of resumes presented do not appear to be the very best in their individual areas (rock stars) nor do they reflect the top talent resource pool SAP has to offer. The Newmont Mining project is expected to be a \$23M win for SAP however, unless we present solid candidates with lead global implementation experience for our respective practice aligned areas, we run a very strong risk of losing these roles to partners. Therefore, can you once again conduct a very thorough search for global implementation lead consultants in the areas below and, at minimum, present two candidates per role? If you validate the consultant(s) you already presented is/are the best, please ensure their resume is current and reflective of the very best skills/experience level SAP has to offer. Please send all new and/or updated resumes directly to me and I will compile and forward to Rani and Scott for review. Leanne and Michael: The team is inquiring about the availability of David Giempietro for the FI role, and **Tony Ciliberti** for Plant Maintenance. Can you kindly look into this and advise?