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**GLOBAL SURVEY INDICATES OILFIELD SUPPLIERS**

**ARE INCREASINGLY focused on customer satisfaction**

***Ensco, Helmerich & Payne, Core Laboratories and Derrick Equipment  
Garner Highest Ratings in Satisfaction and Service***

HOUSTON (Feb. 7, 2018) – As upstream activity begins to accelerate, spurred on by stronger commodity prices and growing rig counts, oil and gas industry suppliers are increasingly focused on providing customers with experiences designed to encourage greater long-term loyalty in a highly competitive environment, according to results from EnergyPoint Research’s latest Oilfield Products & Services Customer Satisfaction Survey.

Now in its fourteenth year, EnergyPoint’s closely followed independent survey is the only annual study focused on customers’ satisfaction with suppliers across a full range of upstream products and services. The survey, which was concluded at the end of 2017, measured the customer satisfaction of oil and gas industry suppliers across a variety of attributes, categories and regions.

Doug Sheridan, Managing Director of EnergyPoint Research, commented, “After several years of reorganizations brought on by prolonged declines in demand, industry suppliers are increasingly eager—and able—to demonstrate what they can do for customers.” Sheridan added, “With experienced personnel, fresh equipment and new technologies in hand, suppliers are rising to the challenge of helping clients prosper at prices lower than thought possible a few years ago.”

Top overall ratings were awarded to the following companies in each of the four major upstream oil and gas segments covered in the survey: **Helmerich & Payne** in onshore contract drilling; **Ensco plc** in offshore contract drilling, reservoir and production specialist **Core Laboratories** in oilfield services, and; solids-control equipment manufacturer **Derrick Equipment** in oilfield products.

**Onshore Drilling Segment**

Helmerich & Payne repeated as the top-rated onshore contract driller in this year’s survey. In addition to rating first in total satisfaction, the company took top honors in performance and reliability, safety and environmental (HSE), technology, Onshore Gulf Coast, Interior Texas & Mid-continent, horizontal and directional applications, shale-oriented applications, and three additional categories.

Other companies rating first in various categories of the onshore contract drilling segment include:

* **KCA Deutag** in harsh-environment applications;
* **Precision Drilling** in job quality, Canada, and U.S. Rockies & Dakotas.

**Offshore Drilling Segment**

Among offshore contract drillers, Ensco once again placed first in total satisfaction. The company also rated first in terms of job quality, safety and environmental (HSE), performance and reliability, technology, deepwater applications, the North Sea, special applications, and four additional categories.

Other companies rating first in at least one category within the offshore drilling segment of the survey include:

* **Diamond Offshore** in the Gulf of Mexico;
* **Noble Drilling** in Latin America & Mexico;
* **Rowan Drilling** in the Middle East & N. Africa, as well as high-pressure/high-temperature (HPHT) applications, and;
* **Seadrill** in Asia & Pacific Rim and harsh-environment applications.

**Oilfield Products Segment**  
In the oilfield products segment, Derrick Equipment rated first in total satisfaction. Derrick also rated first in several additional categories, including solids control equipment, rig-related equipment, engineering and design, availability and delivery, and two additional categories.

Other companies ranking first in at least one category in the oilfield products segment include:

* **Baker Hughes** flow control equipment;
* **Carbo Ceramics** in performance and reliability;
* **Caterpillar** in rig engines;
* **Dover Artificial Lift** in artificial lift, performance and reliability, engineering and design, onshore applications, and two additional categories;
* **Dril**-**Quip** in risers and flexible joints, subsea wellheads and trees, high-pressure/high-temperature (HPHT) applications, and two additional categories;
* **Frank’s International** in tubular-handling equipment;
* **Gardner** **Denver** in mud pumps, performance and reliability, shale-oriented applications, harsh-environment applications, special applications, and three additional categories;
* **Halliburton** in cementing equipment, fishing tools, intelligent sensors and controls, special applications, shale-oriented applications, and three additional categories;
* **Nalco Champion** in completion fluids and additives;
* **National Oilwell Varco** in drill pipe;
* **Newpark Resources** in drilling fluids, post-sale support, availability and delivery, high-pressure/high-temperature (HPHT) applications, horizontal and directional applications, shale-oriented applications, and five additional categories;
* **Nippon Steel & Sumitomo Metal** in performance and reliability, high-pressure/high-temperature (HPHT) applications, special applications, and two additional categories;
* **Oceaneering International** in remotely operated vehicles (ROVs), performance and reliability, ultra-deepwater applications, harsh-environment applications, and three additional categories;
* **Oil States International** in umbilicals and controls, and engineering and design;
* **Pason Systems** in rig instrumentation and controls, availability and delivery, and engineering and design;
* **Schlumberger** in integrated products, cements and slurry, production chemicals, downhole drilling equipment, downhole motors, drill bits, perforating guns, rotary steerable systems, surface wellheads and trees, surface production equipment, surface BOPs, subsea BOPs, and six additional categories;
* **TAM International** in completion packers, downhole completion equipment, post-sale support, high-pressure/high-temperature (HPHT) applications, and four additional categories;
* **Tenaris** in horizontal and directional applications;
* **Tesco** in top drives;
* **U.S. Steel** in production tubing, availability and delivery, and post-sale support;
* **Vallourec** in tubular goods, connections and couplings, and casing tubing, and;
* **Weatherford International** in sand-control equipment.

**Oilfield Services Segment**

Core Laboratories repeated as the top-rated oilfield services provider in the survey. In addition to total satisfaction, the company placed first in core and fluids analysis, formation and well evaluation, job quality, onshore applications, U.S. & Canada, Middle East & N. Africa, Asia & Pacific Rim, and five additional categories.

Other suppliers ranking first in at least one category in the oilfield services segment include:

* **Baker Hughes** in perforation services;
* **Basic Energy Services** in workovers and well servicing, service and professionalism, Interior Texas & Mid-continent, and two additional categories;
* **Bourbon Offshore** in marine transportation and supply, platform supply vessels, and specialty vessels;
* **Bristow Group** in helicopter services;
* **C&J Energy Services** in cementing services, hydraulic fracturing, and U.S. Rockies & Dakotas;
* **Calfrac Well Services** in Canada;
* **CGG** in geophysical services, onshore data acquisition, and data processing, imaging and modeling;
* **Delmar Systems** in mooring services, safety and environmental (HSE), and harsh-environment applications;
* **Frank’s International** in casing and tubing installation, completion-related services, Gulf of Mexico, International regions, offshore applications, deepwater applications, horizontal and directional applications, and five additional categories;
* **GulfMark Offshore** in anchor handling tug supply (AHTS) vessels;
* **Halliburton** in integrated services, fishing services, performance and reliability, Asia & Pacific Rim, Eastern Europe & FSU, Sub-Sahara Africa, North Sea, offshore shelf, harsh-environment applications, and five additional categories;
* **MRC Global** in Canada;
* **Newpark Resources** in fluids services, drilling-related services, performance and reliability, job quality, onshore applications, safety and environmental (HSE), high-pressure/high-temperature (HPHT) applications, horizontal and directional applications, U.S. & Canada, and five additional categories;
* **Petroleum Geo-Services** in offshore data acquisition, as well as library sales and multi-client studies;
* **RigNet** in communications and networking;
* **Schlumberger** in wireline logging, logging-while-drilling (LWD), technology, Alaska, Latin America & Mexico, high-pressure/high-temperature (HPHT) applications, horizontal and directional applications, deepwater applications, ultra-deepwater applications, special applications, and six additional categories;
* **Scientific Drilling** in technology and measurement-while drilling (MWD);
* **Tetra Technologies** in well testing, special applications, high-pressure/high-temperature (HPHT) applications, and two additional categories;
* **Tidewater** in fast supply vessels, and;
* **Weatherford International** in directional drilling, sand control services, and Middle East & N. Africa.

“Despite improving conditions, the reality is that it’s going to take more to rebalance the oilfield supplier sector. The problem remains structural—too many players still chasing too few dollars,” observed Sheridan. “As a result, the advantage lies with suppliers that accept that the market remains oversupplied, understand it will likely remain so for years, and proactively set goals to provide the very best customer experience on a consistent basis.”  
  
**Survey Information**  
EnergyPoint’s closely followed oilfield product and services survey, which is conducted annually since 2003, is the only study of its kind focused on the oil and gas industry’s satisfaction with upstream suppliers. As part of the survey process, qualified respondents evaluate suppliers in four segments: oilfield services, oilfield products, onshore contract drilling and offshore contract drilling.

For the survey, suppliers were evaluated in various areas such as total satisfaction, pricing and contract terms, performance and reliability, technology, engineering and design, job quality, safety and environmental, service and professionalism, post-sale support and corporate capabilities. Additionally, suppliers were evaluated across multiple product and service segments, well types and applications, as well as domestic and international regions.

More than 120 suppliers received the minimum number of evaluations needed to be considered for EnergyPoint’s 2017 rankings. For those suppliers and categories in which ratings exist, scores from the 2014-2015 survey period were included in this year's category-winner calculations at lesser weightings than for the 2016-2017 period. In no case were 2014-2015 ratings assigned a weighting of more than 20 percent for purposes of calculating final winners.

For more information concerning EnergyPoint Research, its independent surveys or suite of research products and services, visit the company’s web site at [*www.energypointresearch.com*](http://www.energypointresearch.com)or contact the firm at [*info@energypointresearch.com*](mailto:info@energypointresearch.com)or +1.713.529.9450.

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**About EnergyPoint Research, Inc.**EnergyPoint Research provides independent research regarding the customer satisfaction of suppliers of products and services to the energy industry. Founded in 2003, the firm publishes annual customer satisfaction ratings and rankings in six industry segments, including: onshore drilling, offshore drilling, oilfield services, oilfield products, midstream services and gasoline retailers.