

LETTER OF REFERRAL FOR METEGRITY

June 22, 2020

Greetings,

This is a referral letter for the Asset/Mechanical Integrity (MI) services and products of Metegrity based on technical expertise, quality of software, and effective customer service. I am part of a team responsible for the establishment and development of the MI program at JX Nippon Chemical Texas, Inc (JX NCTI) in Pasadena, Texas. As one of the Reliability Maintenance Engineers here, I led the extensive evaluation process of selecting a vendor to provide services and software related to Inspections and Conditioning Monitoring of assets in the plant. There were many factors in that evaluation, such as vendor expertise, software ease of use, costs, program longevity, and customer support. A team decision was made to select Metegrity to support our ability to manage the Inspection program, perform Risk Based Inspections (RBI), and develop communication reports for the organization.

During that time, Metegrity representatives worked with Procurement to finalize Terms and Conditions, provide guidance to Information Technology (IT) on software installation, and implement training for our Reliability, Maintenance and Operation representatives. The training class covered a great level of detail on Metegrity's software, Visions. The JX NCTI database was developed with mass uploads of asset data into Visions. As time progressed, more details of process conditions, asset descriptions, and inspection types and frequencies were obtained and entered into Visions. Reports were generated to display inspections due based on entered criteria which can be exported into other formats, such as Excel. There is a Visions dashboard which gives a view of the status of the MI program, with graphs, filters, and sorting capabilities. Over time, our organization has been able to perform several RBIs, present various reports, increase planning and scheduling capabilities, and make real time adjustments in the database. I am impressed with the services and products of Metegrity, even more today as time continues, we continue to strengthen and improve our capabilities of managing and communicating the status of the inspection program.

Recently, there was a significant effort to provide a multi-year look ahead for inspections coming due, along with the asset number, last inspection date, associated major asset, and inspection frequencies. This was in preparation for upcoming Turnarounds for planning and procuring assets and components for the outages. Also, this information was obtained for budgeting purposes and normal work planning. I reached out to one of Metegrity's technical representatives for assistance, especially pertaining to the inclusion of specific requested fields from the Operations department. The Metegrity Technical Representative provided us with support and guidance to complete the multi-year look ahead report by the due date. This resulted in positive feedback from Operations, Maintenance, and Management, who commented on the information layout, quality of the data, and the report format.

Along with offering the great VISIONS software, Metegrity's representatives continue to consistently provide technical support and customer service. I highly recommend Metegrity's services and products to anyone, or to any company who is trying to decide on a vendor for Asset/Mechanical Integrity support and software capabilities. Our company continues to greatly benefit and successfully enhance our ability to manage its Inspection program. We appreciate the quality of the software, technical representatives, customer service, and inspection reporting capabilities of the Metegrity company.