

EnergyPoint

RESEARCH

2007

Customer Satisfaction Ratings

DRILLING / WELLSITE

EQUIPMENT & MATERIALS



MarketPartners® Report



Affixed to the facade of Derrick Equipment's Houston headquarters is a plaque dedicated to the memory of H. William Derrick, Jr., the company's founder and earliest visionary. Derrick originally established the company in 1951 to manufacture aggregate screening equipment for use in mining, industrial, and chemical applications, markets in which the company still participates today. Seeing an opportunity to enlist a new type of customer, the company began selling its "green iron" solids control equipment to the oil and gas industry in the late 1970's.

Known admiringly as "the Chief" to those with whom he worked, Derrick held a fundamental conviction that his enterprise's fortunes ultimately would be tied to its ability to help customers succeed. According to Mitch Derrick, the company's current president, "My grandfather believed strongly that the best way for any company to secure a loyal following was to develop products that solved the problems customers face. We still embrace this philosophy today, which explains why we continually reinvest such a high percentage of revenues into research and development."

BUCKING THE TREND

At a time when the majority of suppliers evaluated in this year's Drilling / Wellsite Equipment & Materials Survey saw their customer satisfaction ratings fall due to eroding quality, nagging production delays, and deteriorating service, Derrick's scores registered an impressive uptick from already healthy levels two years ago. In fact, its strong marks propelled the company to the top of this year's overall standings.

Derrick rated highly across a number of attributes, but received specific accolades for the initiative and service-oriented

nature of its personnel and management. Paraphrasing one survey participant, "Despite the fact their equipment is already some of the best on the market, Derrick is constantly looking to improve performance and stay ahead of the competition. But it's the field personnel that make the company stand out. They're always there when you need them and are fully supported by upper management."

To be sure, Derrick's ability to make such a resoundingly

positive impression on customers is no small feat given today's oil patch environment. Bottlenecks and performance issues have hampered the entire industry over the last 12 to 18 months. As a result, customer frustrations have been on the rise. As one offshore drilling contractor confirmed, "Major equipment suppliers have been very weak performers for us. Quality issues are a major concern, along with failures to meet promised deliveries."

Yet, against this backdrop of industry-wide tightness in labor and materials, certain suppliers have succeeded in executing in ways customers clearly appreciate. Survey runner-up Smith International stood out for performing in the most fundamental of ways – by producing excellent products, delivering them on time, and providing quality service along the way. According to Mike Pearce, president of Smith Technologies, maker of Smith's top-rated drill bits, the company's strong service and support ratings are no accident. "We eat, sleep and breathe the philosophy that our customers

come first. Buyers rightfully expect a quality product, but how we deal with the problems and issues that inevitably arise is what leaves the most lasting impression on customers," he says.

When it comes to categories of products, respondents were particularly pleased with the performance of tubular

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goods providers. While exceptions to this rule did exist, the category registered some remarkably strong ratings overall. The upshot is that two pure-play tubular manufacturers, Sumitomo Pipe & Tube and Vallourec & Mannesmann, finished in the top five of the overall rankings.

ALL TOGETHER NOW

A year ago, loose rumors of suppliers making use of a seller's market to exact retribution against customers for past hardball sourcing tactics were heard in some corners of the industry. Today, however, no buyers of oilfield products and services we contacted pointed any such accusatory fingers. While many perceive vendors as taking advantage of the prolonged market strength to continually escalate prices, most agree today's suppliers are motivated to do what they can to meet burgeoning demand.

What's more, notwithstanding the persistent friction surrounding pricing, there is a growing sense between upstream companies and their suppliers that, as one industry participant described, the two are increasingly "connected at the hip". As a result, many buyers are re-examining their sourcing methods, developing more robust supplier competency programs, and creating more structured supplier- and contract-management processes. Their ultimate objective is simple: to gain more value from dollars spent while maintaining high levels of safety performance.

This revved-up interest in supplier performance has manifested itself in increased participation in EnergyPoint's surveys. In fact, the number of individual evaluators in this year's poll grew almost threefold from two years ago. Participants and their employers not only are increasingly looking to have their voices heard, but are also augmenting their own perspectives with the industry-wide data EnergyPoint provides in an effort to obtain a more

comprehensive understanding of suppliers' performances across global regions, product and service categories, time periods, etc.

MANAGING EXPECTATIONS

It is not only purchasers who are focused on understanding which suppliers are most capable of satisfying customers.

Suppliers themselves are beginning to pay greater attention to the issue as well, particularly as steep growth in product demand begins to show signs of moderation.

While some still hold to a misguided belief they must lower prices in order to perform well in terms of customer satisfaction, more enlightened providers understand that overall value is what matters most to customers these days. And one of the more fundamen-

tal aspects of the value equation for customers is the ability of a supplier to deliver products on time and as specified. Accordingly, many survey respondents this year saw fit to rate suppliers lower for making delivery commitments they were unable to keep in the end. In the words of one respondent, "Suppliers need to be more honest with customers rather than simply telling us what we want to hear. This is especially the case when it comes to delivery times."

Providers who have avoided over-representing delivery capabilities to buyers over the last couple of years, often at the risk of losing short-term business, have arguably enhanced their long-term relationships with these same companies. Such forthright and farsighted behavior tends to cause buyers to remain more loyal, and increased customer loyalty is the prin-

cipal point of striving for higher levels of customer satisfaction in the first place.

For some, meeting customer expectations has become a competitive strategy of its own. For instance, Davis-Lynch has a reputation as a highly-reliable manufacturer of downhole cementing equipment and is especially adept at providing

TOP-RANKED PRODUCT PROVIDERS

Derrick Equipment
Smith International
Davis – Lynch
Sumitomo Pipe & Tube

MOST IMPROVED

Derrick Equipment
Caterpillar
Scientific Drilling
Cameron International

innovative solutions for more challenging applications. While known for its manufacturing prowess, the company's success is equally rooted in the way it communicates and interacts with customers. Frank Cole, vice president of operations for Davis-Lynch, cites an example, "We do not use phone answering services. When a customer calls our service desk, any time of the day or night, we have someone on the desk who is fully capable of answering their questions, correctly taking their order, and seeing to it the order gets out the door on time and as promised. Providing customers with access to an accountable and empowered professional 24 hours a day is one way we continually meet, and hopefully exceed, customers' expectations."

Davis-Lynch's focus on order fulfillment stands in stark contrast to the large backlogs many suppliers have accumulated today. Admittedly, the creation of some level of backlog can be difficult to avoid in robust markets, especially for long lead-time items. Backlogs can also help managers more effectively plan for the future. However, in the realm of customer satisfaction, backlogs are just as easily viewed as measures of unmet customer needs. And failure to meet those needs, regardless of the reason, can take a toll on a company's reputation over time.

STAKEHOLDERS TAKE NOTE

Ultimately, the decision of whether or not to focus on customer satisfaction as a priority should be an easy one for suppliers. Not only do inferior levels of customer satisfaction limit a supplier's options by shrinking the pool of potential companies for whom it can work, they also serve as open invitations to competitors to enter their markets and attempt to pry away potentially disillusioned customers.

Analysis of EnergyPoint's survey results shows the ability of a supplier to score highly in terms of customer satisfaction often depends on the perceived competence and commitment of its people. Providers with cultures that stress the need for customers to have positive overall experiences, and that are willing to invest in the training, facilities and systems needed to ensure this occurs, can enjoy real competitive advantages.

Chief among these advantages is stronger financial returns. The University of Michigan's Ross School of Business recently examined 10 years of data from the American Customer Satisfaction Index (ASCI) and found that stock portfolios based on customer satisfaction delivered excess returns in both up and down markets across a range of industries. EnergyPoint's own data suggests a

similar correlation in the oil and gas industry. In fact, in the 24 months following completion of our surveys, stock returns for upstream suppliers with above-average ratings outperformed those with below-average ratings by a remarkable 37.2 percentage points.

Clearly, ties between customer satisfaction and investor returns can carry relevance for a number of stakeholders. For suppliers, it implies they have strong incentives to focus on customer satisfaction as a primary corporate objective rather than as just another consequence of doing business. For customers, it is an indication they are in fact rewarding suppliers in proportion to how well they are meeting their needs. And finally, for owners and investors in the oilfield supply sector, it

indicates a supplier's customer satisfaction standing can have a material impact on its ability to generate superior financial returns. 🏆

**SURVEY
NEWCOMERS**

**Frank's
LeTourneau Technologies
Newpark Resources
Oceaneering
Oil States International
Sumitomo Pipe & Tube
Technip – Coflexip
Tesco**

**BIGGEST
DECLINERS**

**FMC Energy Systems
National Oilwell Varco
Aker Kvaerner
Schlumberger**

SURVEY DESCRIPTION

This report summarizes results from EnergyPoint Research's 2007 customer satisfaction survey covering manufacturers and providers of drilling / wellsite equipment and materials. It is based primarily upon opinions collected through 2,319 evaluations completed from January through July 2007 by 636 respondents at 176 exploration & production companies, drilling contractors, and upstream consultants worldwide. All respondents indicated having significant experience in selecting or utilizing drilling / wellsite equipment and materials within the prior 24 months. A total of 32 providers received the minimum number of evaluations required to be listed in the main sections of this report.

PRODUCT CATEGORIES

For purposes of the survey, a company is considered a drilling / wellsite equipment and materials provider if it manufactures and sells products in any of the survey's listed categories. These categories, which are further described on page 7, include:

- ▲ Rig-Related Equipment
- ▲ Downhole Equipment & Materials
- ▲ Oil Country Tubular Goods (OCTG)
- ▲ Surface & Production Equipment
- ▲ Subsea Equipment

AREAS OF EVALUATION

Survey respondents were asked to rate their satisfaction with companies on an overall basis as manufacturers and providers of drilling / wellsite equipment and materials as well as by product category, region of use, and application (see page 6 for additional details regarding survey questions). Respondents were also asked to rate companies across multiple dimensions within each of the following product and provider attributes:

- ▲ Pricing
- ▲ Performance & Reliability
- ▲ Engineering & Design
- ▲ Availability & Delivery
- ▲ Quality of Personnel
- ▲ Post-sale Support
- ▲ Corporate Capabilities

RIBBONED RATINGS



All satisfaction ratings in this report, unless otherwise noted, are derived from 1-to-10 point rating scales used in the survey, with 1 indicating respondents are "Very Dissatisfied" and 10 indicating they are "Very Satisfied." After the data were reviewed, cleansed, sorted and balanced by EnergyPoint Research, ratings were tabulated and companies were ranked in descending order according to their rating. Companies were then assigned "ribboned" ratings based on their ranking, with four ribbons representing the highest designation.

LETTER RATINGS

The letter ratings applied to the respondent types and product attributes on page 9 correspond to the rank the company achieved versus peers for that particular attribute. An "A" indicates the company ranked in the top ten for that attribute, a "B" indicates the company ranked in the middle twelve, while a "C" indicates the company ranked in the bottom ten. Each attribute rating is based on results from at least three underlying attribute-related questions. See item 7 on page 6 for specific attribute-related questions.

PURPOSE & SCOPE

This report is intended to provide readers with independently gathered information regarding upstream oil and gas industry customers' satisfaction with the drilling / wellsite equipment and materials they purchase and utilize. The ratings contained in this report reflect only the expressed opinions of those persons who chose to complete the survey. The information, ratings and conclusions presented in this report do not necessarily reflect the perspectives or opinions of all oil and gas industry customers utilizing the products or providers covered herein. Other surveys could produce materially different results than those published in this report. Furthermore, nothing contained in this report should be construed as constituting any kind of recommendation, endorsement, representation, or warranty on the part of EnergyPoint Research or survey participants. Readers are advised to read in full the disclosure information on page 15 of this report.

BEHIND THE RESULTS

MANUFACTURERS & RESPONDENTS

Respondents chose from an overall list of 50 companies identified by industry participants and EnergyPoint Research as major drilling / wellsite equipment and materials manufacturers and selected others not included in the list through a "write-in" feature of the survey. Based upon information provided by respondents and gathered by EnergyPoint, an estimated profile of the resulting pool of evaluations by respondent type is provided below.

Employer Type	No. of Evaluations			% of Evaluations		
	2007	2005	TOTAL	2007	2005	TOTAL
Supermajor	936	302	1,238	40.4%	23.3%	34.3%
Major	196	246	442	8.5%	19.0%	12.2%
Large Independent	122	91	213	5.3%	7.0%	5.9%
Independent	155	144	299	6.7%	11.1%	8.3%
Small Independent	100	84	184	4.3%	6.5%	5.1%
National Oil Company	264	96	360	11.4%	7.4%	10.1%
Drilling Contractor	436	253	689	18.8%	19.5%	19.1%
Upstream Consultant	84	73	157	3.6%	5.6%	4.2%
Other	26	6	32	1.0%	0.6%	0.8%
Title / Function						
Executive / VP / Director	262	130	392	11.3%	10.0%	10.8%
Manager	571	266	837	24.6%	20.5%	23.2%
Advisor / Consultant	133	40	173	5.7%	3.1%	4.8%
Engineer / Specialist	724	544	1,268	31.2%	42.0%	35.1%
Supervisor / Team Leader	358	163	521	15.4%	12.6%	14.4%
Geologist / Petrophysicist	23	9	32	1.0%	0.7%	0.9%
Procurement / Supply Chain	229	122	351	9.9%	9.4%	9.7%
Coordinator / Other	19	21	40	0.9%	1.7%	1.1%
Role in Selection of Products						
Primary Decision-maker	1,029	594	1,623	44.4%	45.9%	44.9%
Contributor to Process	1,179	593	1,772	50.8%	45.8%	49.0%
User of Products Only	111	108	219	4.8%	8.3%	6.1%
TOTAL	2,319¹	1,295	3,614	100.0%	100.0%	100.0%

SAMPLE SIZES

Results for providers that received 15 or more evaluations in the area of overall satisfaction as manufacturers of drilling / wellsite equipment and materials in 2007 (and 20 or more evaluations on a combined basis in 2005 through 2007) are listed in the main sections of this report. These minimums, and varying minimums for product category, customer and provider type, region of use, and application, were set in an effort to help reduce uncertainty in scores and rankings due to sampling error. EnergyPoint does not maintain or represent that the survey or this report includes all companies or parties that could be viewed as manufacturers of drilling / wellsite equipment and materials. Inclusion in, or exclusion from, the survey or this report is not intended to reflect a company's market share or prominence in any category of product or service.

DESIGN & DEVELOPMENT

The survey was designed, managed and funded on an independent basis by EnergyPoint Research to facilitate the collection of upstream oil and gas customers' opinions regarding drilling / wellsite equipment and materials manufacturers and providers. EnergyPoint was not hired to perform the survey or publish this report by any provider or purchaser of oilfield products or services. In developing the survey, EnergyPoint worked with industry professionals to develop questions focused on the attributes believed to impact customers' satisfaction with drilling / wellsite equipment and materials. To help facilitate both participation and confidentiality, the survey was conducted primarily through a secure, state-of-the-art web-based platform.

¹A total of 2,179 evaluations were completed on the 32 providers listed in the main sections of this report.

SURVEY CONTENT

Below is a **summary outline** of the survey upon which the results in this report are based.

1. Confirm your **name, company, title, job function** and **years of upstream experience**.
2. Indicate your **role in the selection of drilling / wellsite equipment and materials** within your company (Primary Decision-maker, Contributor to Process, User of Products Only, or Other).
3. Indicate the **type of company** for which you work (Supermajor, Major, Large Independent, Independent, Small Independent, National Oil Company, Drilling Contractor, Upstream Consultant, or Other).
4. Indicate where your company is **headquartered**.
5. On a 1-to-10 scale, where 1 = "Least Important" and 10 = "Most Important," indicate the **level of importance** you assign to each of the following when selecting or evaluating drilling / wellsite equipment and materials manufacturers: Product Pricing, Performance & Reliability, Engineering & Design, Availability & Delivery, Quality of Personnel, Post-sale Support and Corporate Capabilities.
6. Indicate the **drilling / wellsite equipment and materials manufacturers** with whom you have significant experience and would like to evaluate (companies in **bold** are those included in this report).

Aker Kvaerner

Baker Hughes

BJ Services

Cameron International

Carbo Ceramics

Caterpillar

Champion Technologies

Cummins

Davis-Lynch

Delmar Systems

Derrick Equipment

Dril-Quip

EMD (Electro-Motive)

Expro International

FMC Energy Systems

Frank's

Gardner Denver

Grant Prideco

Halliburton

Hanover Process Equipment

Harbison-Fischer

Hydril

IDM Equipment

IPSCO / NS Group

LeTourneau Technologies

Lone Star Technologies

Lufkin Industries

M-I SWACO

Nalco

NATCO

National Oilwell Varco

Newpark Resources

Oceaneering

Oil States International

Omron IDM Controls

Petron

Robbins & Myers (R&M)

Saint-Gobain Proppants

Schlumberger

Scientific Drilling

Smith International

Sumitomo Pipe & Tube

Technip-Coflexip

Tenaris / Maverick Tube

Tesco

US Steel

V&M Tubes / OMSCO

Vetco Gray

Weatherford International

Wood Group

Other (specify) _____

7. Using a 1-to-10 scale, where 1 = "Very Dissatisfied" and 10 = "Very Satisfied," indicate **your satisfaction** with the drilling / wellsite equipment and materials of each company you selected in the following areas:
 - a. **Product Pricing:** i) general price levels, ii) price competitiveness versus competitors, iii) prices paid for quality received (overall value).
 - b. **Performance & Reliability:** i) ability to perform to specifications and expectations, ii) durability and length of life, iii) adequacy of in-house quality controls and inspection processes, iv) health, safety and environmental features and performance.
 - c. **Engineering & Design:** i) degree to which products and upgrades are value-adding; ii) technical soundness and sophistication of products; iii) ease and cost of installation, operation and maintenance of products.
 - d. **Availability & Delivery:** i) degree to which products are delivered on time and as ordered; ii) adequacy of inventory held by company and / or its distributors; iii) geographic coverage of company and its distributors.
 - e. **Personnel:** i) quality, reliability and responsiveness of sales personnel and representatives, ii) quality, reliability and responsiveness of technical personnel, iii) quality, reliability and responsiveness of field personnel.
 - f. **Post-sale Support:** i) accountability, flexibility and responsiveness after sale, ii) strength of product warranties and guarantees, iii) availability, cost and quality of replacement parts and refurbishments.
 - g. **Corporate Capabilities:** i) overall capabilities and resources of company, ii) depth and breadth of company's product offerings, iii) quality and availability of product performance data and documentation.
8. Indicate your **overall satisfaction** with the drilling / wellsite equipment and materials manufacturers you selected. Also, indicate your satisfaction with these companies' products for the specific **global regions, product categories, and applications** for which you utilize them.
9. Indicate how likely you would be to **recommend this company's drilling / wellsite equipment and materials** to others (1 = "Very Unlikely" and 10 = "Very Likely").
10. Please provide any **comments** you have regarding this company or this survey.

RATINGS BY REGION / CATEGORY DESCRIPTIONS

Number of 2007/2005-07 evaluations shown in parentheses

U.S. & CANADA		OUTSIDE U.S. & CANADA	
Aker Kvaerner (10/15)	👤👤👤	Aker Kvaerner (24/32)	👤👤👤👤👤👤
Baker Hughes (113/177)	👤👤👤👤👤👤👤👤	Baker Hughes (129/191)	👤👤👤👤👤👤👤👤👤👤
BJ Services (84/136)	👤👤👤👤👤👤	BJ Services (60/87)	👤👤👤👤👤👤
Cameron International (54/81)	👤👤👤👤👤	Cameron International (68/75)	👤👤👤👤👤👤👤
Caterpillar (37/46)	👤👤👤👤	Caterpillar (29/64)	👤👤👤👤👤
Davis-Lynch (16/24)	👤👤👤👤	Davis-Lynch (8/12)	👤👤👤
Derrick Equipment (29/39)	👤👤👤👤👤	Derrick Equipment (16/24)	👤👤👤👤👤👤
Dril-Quip (15/28)	👤👤👤👤	Dril-Quip (24/35)	👤👤👤👤👤
FMC Energy Systems (30/49)	👤👤👤👤	Expro International (21/28)	👤👤👤👤
Frank's (35/35)	👤👤👤👤👤	FMC Energy Systems (27/48)	👤👤👤👤👤
Gardner Denver (14/23)	👤👤👤	Frank's (24/24)	👤👤👤👤
Grant Prideco (43/68)	👤👤👤👤👤	Grant Prideco (31/50)	👤👤👤👤👤
Halliburton (153/230)	👤👤👤👤👤👤👤	Halliburton (150/218)	👤👤👤👤👤👤👤
Hydril (34/53)	👤👤👤👤	Hydril (25/39)	👤👤👤👤👤
LeTourneau Technologies (16/19)	👤👤👤	LeTourneau Technologies (6/6)	👤👤👤
MH SWACO (63/86)	👤👤👤👤	MH SWACO (71/92)	👤👤👤👤👤
National Oilwell Varco (83/100)	👤👤👤👤	National Oilwell Varco (54/71)	👤👤👤👤
Newpark Resources (18/25)	👤👤👤	Oceaneering (8/12)	👤👤👤
Oceaneering (10/16)	👤👤👤	Oil States International (10/14)	👤👤👤
Oil States International (9/15)	👤👤👤	Schlumberger (154/233)	👤👤👤👤👤👤
Schlumberger (116/190)	👤👤👤👤👤👤	Smith International (33/59)	👤👤👤👤👤
Scientific Drilling (15/26)	👤👤👤👤	Sumitomo Pipe & Tube (17/25)	👤👤👤👤
Smith International (45/78)	👤👤👤👤👤	Technip-Coflexip (10/15)	👤👤👤
Sumitomo Pipe & Tube (7/11)	👤👤👤	Tenaris (24/32)	👤👤👤
Technip-Coflexip (10/15)	👤👤👤	Tesco (11/13)	👤👤👤
Tenaris (12/20)	👤👤👤	Vallourec & Mannesmann (11/20)	👤👤👤
Tesco (22/28)	👤👤👤	Vetco Gray (33/61)	👤👤👤👤
Vallourec & Mannesmann (11/13)	👤👤👤	Weatherford International (90/131)	👤👤👤👤👤
Vetco Gray (35/58)	👤👤👤	Wood Group (12/18)	👤👤👤
Weatherford International (87/141)	👤👤👤👤		
Wood Group (29/51)	👤👤👤		

PRODUCT CATEGORY DESCRIPTIONS

RIG-RELATED	Integrated Rigs Includes drilling, workover, coiled-tubing, and other types of integrated rigs.
	Rig-related Drilling Equipment BOPs, top drives, tongs, iron roughnecks, drawworks, rig floor equipment, cranes and hoisting equipment, and related drilling equipment.
	Solids & Waste Control Equipment Mud pumps, mud tanks, shale shakers, centrifuges, desanders and desilters, cutting processing and disposal equipment, and related equipment.
	Rig Controls & Instrumentation Rig controls and instrumentation, SCR controls, and related equipment.
	Engines Engines and related equipment.
DOWNHOLE	Drill Bits PDC bits, natural diamond bits, insert and tri-cone bits, air drilling bits, hammer bits, and core bits.
	Drilling Motors & Steerables Mud motors, turbodrills, bent subs, steerable motors, rotary steerable motors, MWVD/LWD equipment and systems, and related equipment.
	Downhole Drilling Materials Centralizers, float/guide shoes, stage cementing tools, jars, reamers, plugs, scratchers, baskets, hangers, and related materials.
	Downhole Completion Equipment Perforating guns, packers and packer equipment, sand screens, intelligent sensors and controls, ESPs, and related equipment.
	Muds, Fluids, Chemicals & Proppants Drilling muds and fluids, completion and workover fluids, proppants, production chemicals, flow assurance fluids, specialty fluids and chemicals, and lubricants.
OCTG	Drill Pipe Drill pipe of all diameters, lengths, weights, and types.
	Casing Casing and casing liner of all diameters, lengths, weights and types.
	Production Tubing Production tubing of all diameters, lengths, weights and types.
	Connections & Couplings Connections, couplings and collars of all diameters, lengths, weights and types.
SURFACE & PRODUCTION	Surface Wellheads & Trees Surface wellheads, production trees, and related equipment.
	Flow Control Equipment Actuators, valves, and other surface flow-control equipment.
	Artificial Lift Pumping units, sucker rods, gas lift, hydraulic lift, ESPs, plunger lifts, progressive cavity pumps, velocity strings, and related equipment.
SUBSEA	Subsea BOPs, Wellheads & Trees Subsea BOPs, wellheads and trees, and related equipment.
	Risers & Flexjoints Drilling and production risers, flex/stress joints, mooring equipment, and related equipment.
	Umbilicals & Control Systems Umbilicals, jumpers, flying leads, subsea control systems, and related equipment and materials.
	Manifolds, Flowlines & Connectors Subsea manifolds, flowlines, connectors, and related equipment.
	Remotely Operative Vehicles Remotely operated vehicles (ROVs) and related equipment.

2007 CUSTOMER SATISFACTION SURVEY

DRILLING / WELLSITE EQUIPMENT & MATERIALS

Ratings & Rankings¹

2007 Rank ²	2005 Rank ^{2,3}	Company (Headquarters)	NO. OF Evaluations		Overall Rating ⁴	RANK BY Global Region ⁵		RANK BY Customer Type		RANK BY Provider Type	
			2007	2005-'07		U.S. & Canada	Outside U.S. & Canada	Larger/Multinational	Smaller/Independent	Larger/Integrated	Smaller/Specialty
1	14	Derrick Equipment (Houston, Tx)	33	50	👍👍👍👍	2	2	7	1	-	1
2	5	Smith International (Houston, Tx)	66	114	👍👍👍👍	4	3	1	3	1	-
3	1	Davis-Lynch (Pearland, Tx)	22	34	👍👍👍👍	1	10	13	2	-	2
4	-	Sumitomo Pipe & Tube (Tokyo, Japan)	22	33	👍👍👍👍	7	1	2	-	2	-
5	2	Vallourec & Mannesmann (Boulogne, France)	17	30	👍👍👍👍	3	7	3	5	-	3
6	6	Grant Prideco (Houston, Tx)	64	101	👍👍👍👍	6	4	5	7	3	-
7	-	Frank's (Lafayette, La / Houston, Tx)	53	53	👍👍👍👍	8	6	8	8	-	4
8	-	Newpark Resources (Houston, Tx)	18	25	👍👍👍👍	9	-	12	9	-	5
9	7	M-I SWACO (Houston, Tx)	119	156	👍👍👍👍	11	11	10	13	4	-
10	12	Dril-Quip (Houston, Tx)	33	55	👍👍👍👍	10	8	9	-	-	6
11	21	Scientific Drilling (Houston, Tx)	20	35	👍👍👍👍	5	-	4	-	-	7
12	11	Gardner Denver (Quincy, Ill)	16	31	👍👍👍👍	17	-	17	11	-	8
13	17	Hydril (Houston, Tx)	43	73	👍👍👍👍	16	9	19	4	-	9
14	10	Halliburton (Houston, Tx)	280	404	👍👍👍👍	13	12	11	15	5	-
15	12	Wood Group (Aberdeen, Scotland)	38	68	👍👍👍👍	12	14	6	20	-	10
16	8	Baker Hughes (Houston, Tx)	225	331	👍👍👍👍	14	15	14	16	6	-
17	22	Cameron International (Houston, Tx)	105	161	👍👍👍👍	18	19	23	6	7	-
18	-	LeTourneau Technologies (Houston, Tx)	18	22	👍👍👍👍	19	5	15	10	-	11
19	24	Caterpillar (Peoria, Ill)	52	67	👍👍👍👍	15	18	22	14	8	-
20	16	Tenaris (Luxembourg)	33	48	👍👍👍👍	26	13	16	18	9	-
21	18	BJ Services (Houston, Tx)	132	208	👍👍👍👍	20	16	18	17	10	-
22	14	Schlumberger (Paris, Fr. / The Hague, Nl / Houston, Tx)	253	383	👍👍👍👍	21	20	20	19	11	-
23	-	Oceaneering (Houston, Tx)	16	27	👍👍👍👍	22	17	24	-	-	12
24	23	Weatherford International (Houston, Tx)	161	243	👍👍👍👍	23	24	21	23	12	-
25	9	FMC Energy Systems (Houston, Tx)	53	87	👍👍👍👍	24	23	25	21	13	-
26	19	Vetco Gray (Florence, Italy)	59	101	👍👍👍👍	25	25	26	12	-	13
27	-	Oil States International (Houston, Tx)	15	25	👍👍👍👍	28	21	27	-	-	14
28	-	Technip-Coflexip (Paris, France)	15	24	👍👍👍👍	31	26	30	-	14	-
29	-	Tesco (Calgary, Alberta)	30	37	👍👍👍👍	29	22	28	24	-	15
30	26	Expro International (Reading, U.K.)	23	35	👍👍👍👍	-	27	29	-	-	16
31	25	National Oilwell Varco (Houston, Tx)	114	157	👍👍👍👍	27	29	32	22	15	-
32	27	Aker Kvaerner (Lysaker, Norway)	31	44	👍👍👍👍	30	28	31	-	16	-

¹Ratings and rankings are based on indices in which 2007 results are weighted at a minimum of 80% and 2005 results are weighted at a maximum of 20% depending on evaluation counts. ²Derived from the average ratings received in the areas of "Overall Satisfaction" and "Willingness to Recommend." ³Rank out of 28 providers. ⁴Based on a combination of a company's standing relative to the providers included in this survey and to providers rated in other EnergyPoint surveys conducted since 2003. ⁵By location of wellsite. A dash indicates a provider does not provide products in the category or did not receive the minimum number of evaluations needed to be listed in the category.



2007 CUSTOMER SATISFACTION SURVEY

DRILLING / WELLSITE EQUIPMENT & MATERIALS

Ratings & Rankings¹

Service Attribute Ratings^{2,3}

Overall Rank	Company	Special Applications Rank ¹	Service Attribute Ratings ^{2,3}						Commentary & Analysis
			Pricing & Contract Terms	Performance & Reliability	Engineering & Design	Availability & Delivery	Post-Sale Support		
1	Derrick Equipment	1	A	A	A	A	A	By managing with an eye towards the future, focusing hard on relationships, and investing heavily in R&D, Derrick has developed a winning formula for satisfying the needs of its oilfield customers.	
2	Smith International	11	A	A	A	A	A	Smith again topped all peers in drill bits, the product line upon which the company was originally founded. Picked up the maximum number of ribbons in multiple other product categories as well.	
3	Davis-Lynch	2	A	A	A	A	A	The company took top honors in our survey two years ago and customers continue to applaud its innovation. Communication with customers and attention to detail remain hallmarks of Davis-Lynch.	
4	Sumitomo Pipe & Tube	4	A	A	A	A	A	Tubular goods providers fared well in this year's survey, and SP&T was no exception. Respondents rate the company's products particularly worthy when it comes to harsh climates and environments.	
5	Vallourec & Mannesmann	10	A	A	A	A	A	Another top-five finish for V&M reflects across-the-board strength in attributes ranging from pricing, to quality control, to personnel. Ratings include customer evaluations for recently-acquired OMSCO.	
6	Grant Prideco	3	A	A	A	B	A	Respondents applauded the engineering and design of the company's products, as well its in-house quality-control efforts. There's also evidence of a high degree of accountability toward customers.	
7	Frank's	14	B	B	B	A	A	Whether its tubular-related products or services, year-after-year respondents to our surveys seem to display an unshakable admiration for the Frank's companies' abilities to satisfy their oilfield needs.	
8	Newpark Resources	12	A	B	B	A	A	Although the company is materially smaller than market share leaders M-I, Halliburton and Baker Hughes, Newpark's ratings suggest it performs well as a provider of fluids in its chosen markets.	
9	M-I SWACO	13	A	B	B	A	A	Market share leadership and strong customer satisfaction don't always correlate, but M-I has managed to achieve both. Its equipment-related evaluations count jumped considerably from 2005 levels.	
10	Dril-Quip	9	B	A	A	B	A	Left a number of competitors in its wake as satisfaction scores for its subsea wellhead equipment floated to the top. Vertical integration and in-house forging capabilities make the difference for some.	
11	Scientific Drilling	25	A	B	B	A	B	Came in as this year's runner-up in the closely-watched category of drilling motors and steerable equipment. Introducing new products for harsher environments and more challenging applications.	
12	Gardner Denver	17	B	B	B	C	C	Gardner Denver's overall satisfaction ranking showed little change from two years ago as strength in price-related ratings was offset by weaker marks surrounding the availability of its products.	
13	Hydril	5	B	B	B	C	B	The maker of pressure control equipment and premium connectors boosted its overall rank just in time to sell to Tenaris. Some express concerns over the future of its BOP product line after the sale.	
14	Halliburton	19	B	B	B	A	B	Slightly more than two-thirds of survey respondents that evaluated both companies' products indicated an equal or greater willingness to recommend Halliburton's compared to those of rival Schlumberger.	
15	Wood Group	18	A	C	B	B	B	Pricing remains a strength, although lower ratings for performance and reliability again dampened overall impressions. In general, received stronger ratings from respondents at larger companies.	
16	Baker Hughes	16	B	B	B	B	B	Endured ratings declines across a number of attributes, including the availability and delivery of products internationally. From our perch, reorganization appears to have been somewhat disruptive.	
17	Cameron International	7	C	A	A	B	B	Master of its domain in surface wellheads and trees. CAM's jump in overall rankings was spurred by improved marks for the availability, cost, and quality of its replacement parts and refurbishments.	
18	LeTourneau Technologies	8	C	C	C	C	B	With affiliate Rowan Drilling as its largest customer, LTI is a unique animal in our survey. Ratings, which primarily reflect third-party customer evaluations, suggest some opportunities for improvement.	
19	Caterpillar	6	C	A	A	B	C	Caterpillar owns the market for prime movers in the oilfield, and survey results indicate the company has taken steps to shore up the effectiveness of the post-sale support it provides its customer base.	
20	Tenaris	21	B	B	B	B	B	Registered lower marks for the on-time and as-ordered delivery of products in this year's survey. Ranking reflects respondents' evaluations for both Tenaris and its recent acquisition, Maverick Tubes.	
21	BJ Services	26	B	C	C	B	B	Traditionally known for its oilfield services prowess. Despite partnering with Davis-Lynch on certain product lines, BJ's foray into the products side has yet to make an impression on survey respondents.	
22	Schlumberger	23	C	B	B	B	B	Schlumberger seems willing to bet that technology-hungry customers will continue to look past a culture that some see as less than customer-centric. Its pricing continues to be viewed as aggressive.	
23	Oceaneering	15	B	A	A	C	C	A unique breed of company that's as comfortable working in outer space as in the depths of the sea. We suspect overall satisfaction ratings were impacted by pains associated with some steep growth.	
24	Weatherford International	28	B	C	C	B	C	The inability to provide a more consistent customer experience across product lines continues to weigh on Weatherford's ratings. Respondents' relative satisfaction with product pricing appears on the rise.	
25	FMC Energy Systems	24	B	B	B	B	B	FMC registered a substantial drop in both its rating and ranking compared to two years ago. Issues with responsiveness and flexibility of its personnel in the field appear to have contributed to the slide.	
26	Vetco Gray	22	B	C	C	B	C	With the company now in the hands of a longer-term and more growth-oriented owner like General Electric, we suspect Vetco Gray's customers and competitors alike will see some significant changes.	
27	Oil States International	27	C	B	C	C	B	A newcomer to our survey, Oil States seems to be another supplier impacted by availability & delivery issues. Nevertheless, the company flexed some product ratings muscle with its subsea connectors.	
28	Technip-Coflexip	20	C	C	C	C	C	Technip has been a long-time player in the offshore; however, not even the richest of legacies could compensate for the kinds of delays some respondents indicated having to endure with the company.	
29	Tesco	29	C	C	C	C	C	Unfortunately, this year's survey results for the Calgary-based company do not suggest the brightest of pictures in terms of overall customer satisfaction for the oilfield equipment offerings of Tesco.	
30	Expro International	32	C	C	C	C	C	Torrid growth in its international markets over the last several years has likely hampered Expro from developing a more personal touch. It appears to us its sales process could stand some attention.	
31	National Oilwell Varco	30	C	C	C	C	C	As we see it, the news in terms of customer satisfaction is not particularly good for the industry's dominant rig- and drilling-related equipment provider. Rated last overall in the area of product delivery.	
32	Aker Kvaerner	31	C	C	C	C	C	Suppliers' failure to provide effective post-sale support is emerging as a major problem area for customers. More than one survey respondent rated AK particularly low in this key area of evaluation.	

¹Comprised of ratings in the areas of horizontal/directional, high-pressure/high-temperature, and harsh climate/environment wells. ²Top Ten = "A," Middle Twelve = "B," Bottom Ten = "C." See page 6 for questions underlying attribute ratings. ³The ratings and other information included in this report should not be deemed as making any assertions or conclusions regarding any company's financial condition or compliance with any applicable laws or regulations.

SATISFACTION RATINGS BY PRODUCT CATEGORY

Number of 2007 / 2005-07 evaluations shown in parentheses

DRILL BITS

Baker Hughes (112/172)	👤👤👤
Grant Prideco (36/60)	👤👤👤👤
Halliburton (94/131)	👤👤
Smith International (52/90)	👤👤👤👤

DOWNHOLE MOTORS & STEERABLES

Baker Hughes (101/160)	👤👤👤
Halliburton (98/151)	👤👤👤
Schlumberger (93/158)	👤👤👤
Scientific Drilling (20/32)	👤👤👤
Smith International (17/21)	👤👤👤👤
Weatherford International (29/44)	👤

DOWNHOLE DRILLING MATERIALS & COMPLETION EQUIPMENT

Baker Hughes (147/226)	👤👤👤
BJ Services (39/76)	👤👤👤
Davis-Lynch (21/29)	👤👤👤👤
Halliburton (162/258)	👤👤👤
Schlumberger (131/216)	👤👤👤
Smith International (28/44)	👤👤👤👤
Weatherford International (101/156)	👤👤
Wood Group (11/19)	👤👤👤

SURFACE WELLHEADS, TREES & FLOW CONTROL EQUIPMENT¹

Aker Kvaerner (8/16)	👤👤
Cameron International (47/81)	👤👤👤👤
Dril-Quip (13/26)	👤👤👤👤
FMC Technologies (30/57)	👤👤👤
National Oilwell Varco (9/20)	👤
Vetco (31/57)	👤👤👤
Weatherford International (23/30)	👤👤
Wood Group (19/40)	👤👤👤

OIL COUNTRY TUBULAR GOODS

Dril-Quip (10/18)	👤👤
Frank's (16/16)	👤👤👤👤
Grant Prideco (38/59)	👤👤👤
Hydril (11/22)	👤👤👤
Smith International (14/18)	👤👤👤👤
Sumitomo Pipe & Tube (19/28)	👤👤👤
Tenaris (29/42)	👤
Vallourec & Mannesmann (15/28)	👤👤👤
Weatherford International (27/40)	👤

RIG-RELATED EQUIPMENT

Aker Kvaerner (9/9)	👤
Cameron International (32/43)	👤👤👤
Caterpillar (52/64)	👤👤👤
Derrick Equipment (33/40)	👤👤👤👤
Frank's (15/15)	👤👤
Gardner Denver (16/24)	👤👤
Hydril (22/32)	👤👤👤
LeTourneau Technologies (17/20)	👤👤👤
M-I SWACO (37/37)	👤👤👤
National Oilwell Varco (88/107)	👤
Smith International (11/18)	👤👤👤
Tesco (22/29)	👤
Weatherford International (33/41)	👤👤

MUDS, FLUIDS, CHEMICALS & PROPPANTS

Baker Hughes (73/124)	👤👤
BJ Services (64/110)	👤👤
Halliburton (155/236)	👤👤👤
M-I SWACO (80/110)	👤👤👤
Newpark (18/25)	👤👤👤
Schlumberger (100/155)	👤👤👤
Weatherford International (24/29)	👤👤

SUBSEA BOPS, WELLHEADS & TREES²

Aker Kvaerner (11)	👤
Cameron International (19)	👤👤👤
Dril-Quip (12)	👤👤👤
FMC Technologies (17)	👤👤👤
Hydril (14)	👤👤👤
Vetco (17)	👤👤

RISERS, UMBILICALS, CONTROL SYSTEMS & MANIFOLDS²

Aker Kvaerner (10)	👤
Cameron International (20)	👤👤
Dril-Quip (6)	👤👤
FMC Technologies (9)	👤
Hydril (9)	👤👤👤
Oceaneering (7)	👤👤
Oil States International (6)	👤👤👤
Technip (7)	👤👤👤
Vetco (14)	👤👤

¹2005 ratings are for the combined categories of Wellheads & Trees and Production Equipment.

²Based on 2007 ratings only.

IN THE BACKGROUND

OTHER PROVIDERS

Soft Ratings

In EnergyPoint's 2007 and 2005 surveys, there were certain providers of drilling/wellsite equipment and materials that were evaluated by too few respondents for us to list the resulting ratings alongside those in our primary rankings. However, EnergyPoint is now providing what we call "soft ratings" information for a group of these less frequently-rated, but still noteworthy, providers.

Although these providers might lack the market share or commercial profile of some of those listed in the main sections of this report, many appear to possess an impressive ability to satisfy customers in the markets they do serve. And who knows, some of these companies might even break into the primary list in our next wellsites products survey in 2009 if they receive an increased number of evaluations.

The grey-and-white soft ribboned ratings shown below are based on the combined Total Satisfaction ratings for the providers in EnergyPoint's 2007 and 2005 Drilling/Wellsite Equipment & Materials Surveys. As with our standard ribboned ratings shown in other sections of this report, the top designation is four ribbons. Providers are listed alphabetically.

Company	Headquarters	No. of 2005 – 07 Evaluations	2005 – 07 Soft Rating	Categories Rated				
				Rig-Related	Downhole Equipment & Materials	Oil Country Tubular Goods	Surface & Production Equipment	Subsea Equipment
Carbo Ceramics	Irving, Tx	22						
Champion Technologies	Houston, Tx	10						
Delmar Systems	Broussard, La	12						
Electro-Motive Diesel	LaGrange, Il	9						
Harbison-Fischer	Ft. Worth, Tx	14						
IDM Equipment	Houston, Tx	10						
Lone Star Technologies	Dallas, Tx	13						
Lufkin Industries	Lufkin, Tx	28						
Nalco	Naperville, Il	19						
Omron IDM Controls	Houston, Tx	12						
Petron	Houston, Tx	10						
Saint-Gobain Proppants	Courbevoie, Fr	12						
U.S. Steel	Pittsburgh, Pa	18						

AT A GLANCE

INDUSTRY-WIDE RATINGS [2004-07]

Company	Ratings Category	LATEST Rating ¹	SURVEY Scope	RATINGS Dates	NO. OF '04-07 Evaluations
Aker Kvaerner	Wellsite Products		Global	2005 / 2007	44
Atwood Oceanics	Wellsite Services		Global	2004 / 2006	7
Baker Hughes	Wellsite Products	  	Global	2005 / 2007	331
Baker Hughes	Wellsite Services	  	Global	2004 / 2006	317
Basic Energy Services	Wellsite Services	 	Global	2004 / 2006	28
BJ Services	Wellsite Products	 	Global	2005 / 2007	208
BJ Services	Wellsite Services	  	Global	2004 / 2006	224
Cameron International	Wellsite Products	 	Global	2005 / 2007	161
Carbo Ceramics	Wellsite Products	   	Global	2005 / 2007	22
Caterpillar	Wellsite Products	 	Global	2005 / 2007	67
CenterPoint Energy Field Services	Gas Midstream Services	  	U.S.	2006	28
Champion Technologies	Wellsite Products	   	Global	2007	10
Copano Energy	Gas Midstream Services	   	U.S.	2006	15
Core Laboratories	Wellsite Services	   	Global	2006	37
Cosco	Wellsite Services		Global	2004 / 2006	6
Crosstex Energy	Gas Midstream Services	  	U.S.	2006	33
Cudd/Thru Tubing	Wellsite Services	  	Global	2006	18
Davis-Lynch	Wellsite Products	   	Global	2005 / 2007	34
Delmar Systems	Wellsite Products	   	Global	2005 / 2007	12
Derrick Equipment	Wellsite Products	   	Global	2005 / 2007	50
Diamond Offshore	Wellsite Services		Global	2004 / 2006	33
Dolphin Drilling	Wellsite Services		Global	2004 / 2006	7
Dril-Quip	Wellsite Products	  	Global	2005 / 2007	55
Duke Energy Field Services	Gas Midstream Services	 	U.S.	2006	108
Electro-Motive Diesel	Wellsite Products		Global	2005 / 2007	9
Enbridge Energy	Gas Midstream Services	 	U.S.	2006	56
Energy Transfer	Gas Midstream Services	 	U.S.	2006	44
Enogex	Gas Midstream Services		U.S.	2006	29
ENSCO International	Wellsite Services	   	Global	2004 / 2006	30
Ensign/Caza Drilling	Wellsite Services		Global	2004 / 2006	11
Enterprise Products	Gas Midstream Services	 	U.S.	2006	53
Expro International	Wellsite Products		Global	2005 / 2007	35
Expro International	Wellsite Services	 	Global	2004 / 2006	35
FMC Energy Systems	Wellsite Products		Global	2005 / 2007	87
Frank's	Wellsite Products	   	Global	2005 / 2007	53
Frank's	Wellsite Services	   	Global	2004 / 2006	81
Gardner Denver	Wellsite Products	  	Global	2005 / 2007	31
Geoservices	Wellsite Services	 	Global	2004 / 2006	47
GlobalSantaFe	Wellsite Services	 	Global	2004 / 2006	45
Grant Prideco	Wellsite Products	   	Global	2005 / 2007	101
Grey Wolf	Wellsite Services		Global	2004 / 2006	36
Halliburton	Wellsite Products	  	Global	2005 / 2007	404
Halliburton	Wellsite Services	  	Global	2004 / 2006	419
Hanover Processing	Wellsite Products	 	Global	2005 / 2007	10
Harbison-Fischer	Wellsite Products	  	Global	2005 / 2007	8
Helmerich & Payne	Wellsite Services	   	Global	2004 / 2006	45
Hydril	Wellsite Products	  	Global	2005 / 2007	73
IDM Equipment	Wellsite Products	   	Global	2005 / 2007	10
KCA DEUTAG	Wellsite Services	  	Global	2004 / 2006	22
Key Energy Services	Wellsite Services		Global	2004 / 2006	77
Kinder Morgan	Gas Midstream Services	  	U.S.	2006	32

¹Grey and white ribbons reflect EnergyPoint's "soft" ratings designation based on a more limited number of evaluations.

AT A GLANCE

INDUSTRY-WIDE RATINGS [2004-07]

Company	Ratings Category	LATEST Rating	SURVEY Scope	RATINGS Dates	NO. OF '04-07 Evaluations
LeTourneau Technologies	Wellsite Products	👍👍	Global	2005 / 2007	22
Lone Star Technologies	Wellsite Products	👍👍	Global	2005 / 2007	13
Lufkin Industries	Wellsite Products	👍👍👍👍	Global	2005 / 2007	28
MarkWest	Gas Midstream Services	👍👍👍👍	U.S.	2006	13
M-I SWACO	Wellsite Products	👍👍👍	Global	2005 / 2007	156
Nabors Industries	Wellsite Services	👍	Global	2004 / 2006	90
Nalco	Wellsite Products	👍👍👍	Global	2005 / 2007	19
NATCO Group	Wellsite Products	👍👍👍👍	Global	2005	15
National Oilwell Varco	Wellsite Products	👍	Global	2005 / 2007	181
Newpark Resources	Wellsite Products	👍👍👍👍	Global	2005 / 2007	25
Noble Drilling	Wellsite Services	👍👍👍👍	Global	2004 / 2006	30
Oceaneering	Wellsite Products	👍👍	Global	2005 / 2007	27
Oil States International	Wellsite Products	👍	Global	2005 / 2007	25
Omron IDM Controls	Wellsite Products	👍	Global	2005 / 2007	12
ONEOK Field Services	Gas Midstream Services	👍👍	U.S.	2006	29
Parker Drilling	Wellsite Services	👍👍👍	Global	2004 / 2006	29
Pathfinder Energy Services	Wellsite Services	👍👍👍👍	Global	2004 / 2006	12
Patterson-UTI	Wellsite Services	👍	Global	2004 / 2006	50
Petron	Wellsite Products	👍👍	Global	2005 / 2007	10
Pioneer Drilling	Wellsite Services	👍	Global	2006	8
Precision Drilling	Wellsite Services	👍👍👍	Global	2004 / 2006	52
Pride International	Wellsite Services	👍👍	Global	2004 / 2006	24
Regency Gas Services	Gas Midstream Services	👍👍👍	U.S.	2006	14
Rowan Companies	Wellsite Services	👍👍👍👍	Global	2004 / 2006	22
Saint-Gobain Proppants	Wellsite Products	👍	Global	2005 / 2007	12
Sanjel	Wellsite Services	👍👍👍👍	Global	2004 / 2006	14
Schlumberger	Wellsite Products	👍👍	Global	2005 / 2007	383
Schlumberger	Wellsite Services	👍👍	Global	2004 / 2006	418
Scientific Drilling	Wellsite Products	👍👍👍	Global	2005 / 2007	35
Sid Richardson	Gas Midstream Services	👍👍	U.S.	2006	27
Smedvig	Wellsite Services	👍👍👍	Global	2004 / 2006	16
Smith International	Wellsite Products	👍👍👍👍	Global	2005 / 2007	114
Smith International	Wellsite Services	👍👍👍👍	Global	2004 / 2006	82
Sumitomo Pipe & Tube	Wellsite Products	👍👍👍	Global	2005 / 2007	33
Superior Energy Services	Wellsite Services	👍👍	Global	2004 / 2006	27
Targa Resources	Gas Midstream Services	👍👍👍	U.S.	2006	48
Technip-Coflexip	Wellsite Products	👍	Global	2005 / 2007	24
Tenaris	Wellsite Products	👍👍	Global	2005 / 2007	48
TEPPCO	Gas Midstream Services	👍👍👍	U.S.	2006	14
Tesco	Wellsite Products	👍	Global	2005 / 2007	37
Tesco	Wellsite Services	👍👍	Global	2006	22
Tetra Technologies	Wellsite Services	👍	Global	2004 / 2006	22
TODCO	Wellsite Services	👍	Global	2006	6
Transocean	Wellsite Services	👍👍👍	Global	2004 / 2006	49
Unit Drilling	Wellsite Services	👍	Global	2004 / 2006	21
U.S. Steel	Wellsite Products	👍👍👍	Global	2005 / 2007	18
Vallourec & Mannesmann	Wellsite Products	👍👍👍👍	Global	2005 / 2007	30
Vetco Gray	Wellsite Products	👍	Global	2005 / 2007	101
Weatherford International	Wellsite Products	👍👍	Global	2005 / 2007	243
Weatherford International	Wellsite Services	👍👍	Global	2004 / 2006	224
Williams Midstream	Gas Midstream Services	👍👍	U.S.	2006	26
Wood Group	Wellsite Products	👍👍👍	Global	2005 / 2007	68
Wood Group	Wellsite Services	👍👍👍👍	Global	2004 / 2006	55

ABOUT ENERGYPOINT RESEARCH

OUR FOCUS

EnergyPoint Research provides independent research regarding the oil and gas industry's satisfaction with the products and services it purchases and utilizes. We offer industry professionals and their employers opportunities to provide **confidential feedback** in important areas to various product and service providers through objective and independent evaluation processes. In return for participating in our surveys, respondents and their employers receive **complimentary survey results** in the form of EnergyPoint's highly-regarded *MarketPartners*[®] Reports.

MARKETPARTNERS[®] PROGRAM

Through our *MarketPartners*[®] Program, EnergyPoint regularly surveys significant cross-sections of experienced industry participants involved in the selection and utilization of various types of product and service providers. Depending on the survey, participants can range from executives at some of the world's largest energy companies to field personnel at regional independents. For more information on EnergyPoint Research and our *MarketPartners*[®] Program, go to www.energypointresearch.com.

CONFIDENTIALITY

EnergyPoint takes care to maintain appropriate levels of **confidentiality** and **anonymity** related to the data it collects and publishes. While individuals' responses are included in EnergyPoint's various published reports and data sets, the names of respondents and their employers are not divulged.

ENERGYPOINT SEALS

EnergyPoint Research's customer satisfaction ratings are valued both for their objectivity and relevance in an ever-changing market. Our seals are recognized symbols of excellence in the area of customer satisfaction, and highly-coveted marks of distinction in the oil and gas industry. Contact us today to learn more about our program.

SURVEYS & REPORTS

To help improve the relevance and timeliness of our research, EnergyPoint's surveys focus on the product and service areas industry participants tell us are most important. We design our surveys to measure satisfaction by service or product attribute or category, customer and provider type, respondent title and experience, and other appropriate measures. We provide survey results in two primary forms:

MARKETPARTNERS[®] REPORTS – Through the *MarketPartners*[®] Program, EnergyPoint provides complimentary survey results to all survey participants and their employers in the form of our *MarketPartners*[®] Reports. These high-quality reports are designed to **set a standard** for market-based evaluations in the oil and gas industry and provide objective perspective regarding the performance of various types of providers.

DETAILED RATINGS & ANALYSIS REPORTS AND DATA SETS – EnergyPoint also publishes comprehensive reports and data sets related to its surveys for sale to product and service providers. These same reports and data sets are also made available to other parties including exploration and production companies, consultants, industry analysts, investors, researchers, etc. These proprietary offerings, for which EnergyPoint charges a fee, contain detailed results from our surveys plus **in-depth analysis** designed to assist buyers in identifying **specific factors** customers consider when assessing their satisfaction with providers. By providing comprehensive information that builds on the data presented in our *MarketPartners*[®] Reports, EnergyPoint believes its services can help foster improvements in product and service quality.

LEARN MORE

To learn more about EnergyPoint Research and our commitment to the oil and gas industry, visit the company's website at www.energypointresearch.com. You may also e-mail us at marketpartners@epresearch.com or call us at 713.529.9450.

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