



## BIW Connector Systems launches Learning Center

ITT Inc.'s BIW Connector Systems brand has debuted a comprehensive training framework for customers in the upstream oil and gas market. The BIW Learning Center features hands-on training and online tools designed to enhance existing resources that help customer technicians master product assembly ahead of installation.

The BIW Learning Center is a one-stop training hub for customer technicians, which offers intuitive, detailed instruction on specialised BIW products to help customers avoid the costs associated with incorrect assembly and installation. The centre offers a comprehensive set of resources that incorporates hands-on training as well as an online learning portal.

The BIW Learning Center is offered at no additional cost to customers and includes instruction on BIW products, processes and materials through videos, modules and articles. The new online portal is accessible through a BIW-assigned user name and consists of self-paced quizzes and supervisor assessments that measure users' technical skills, resulting in certification for specific product installations.

"Failures due to incorrect product assembly and installation are a major cause of rig downtime every year, and lead to sizable financial and opportunity costs for our customers," said John Dutil, vice president and general manager, ITT BIW Connector Systems. "Through this new dynamic training program geared toward many different learning styles, we are taking responsibility, along with our customers, to dramatically improve field assembly techniques and produce long-term operational cost savings."

The BIW Learning Center online portal was developed with a user-friendly interface that provides a clear, easy-to-follow experience for field service managers, supervisors and technicians responsible for product installation. BIW Connector Systems will release targeted tech alerts about new or updated requirements as they become available and will alert customers about expiring certifications. Each training program is self-paced and flexible to accommodate the busy work schedules of field technicians.

"Because the program is based on the user's time and availability, users can revisit specific training modules whenever they need to," said BIW Global Customer Training Manager James Boey, who led the design and development of the BIW Learning Center. "Supervisors can also assign and manage training based on skill level."

"It's a smart, responsive program we believe will help improve reliability to a level never before seen in this industry," Boey said.

Adapted from a press release by David Bizley

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