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**WOOD GROUP OUTPACES RIVALS IN SERVICE SATISFACTION RANKINGS;  
ACQUISITIONS LEAD SCHLUMBERGER TO A HOST OF CATEGORY WINS**

***2010 Composite Customer Satisfaction Index for Oilfield Services Suppliers  
Off from Year Ago Levels***

HOUSTON (March 10, 2011) – Lifted by scores from its recently acquired Smith International, M-I Swaco and Geoservices units, Schlumberger racked up a number of first-place category rankings in EnergyPoint Research’s 2010 Oilfield Services Customer Satisfaction Survey. Schlumberger’s showing occurred despite an adjusted 3.0% ratings decline overall for the oilfield services segment, one of four major segments rated in EnergyPoint’s annual industry-wide study.

While ratings for Schlumberger’s acquisitions pushed the newly combined company’s total satisfaction ranking to sixth out of 16 companies, the industry giant’s best showing ever in EnergyPoint’s independent survey, it was Aberdeen-based Wood Group that captured the top rating overall. In addition to Wood Group’s standout ratings in the area of total satisfaction, which reflected customers’ experiences with its well support services unit, the company also rated highest in the categories of job quality and technology.

According to Doug Sheridan, managing director at EnergyPoint Research, “Wood Group has ranked high in our independent surveys going back to 2003. Its strong showing with customers this year is especially notable in that it is a more diversified supplier than is typically found among top-rated service suppliers. The company’s ability to nonetheless perform so well for individual clients is a tribute to its decentralized approach to running its businesses.”

Placing second and third overall in the survey was TETRA Technologies and the Frank’s companies, respectively. TETRA registered substantial improvement in a number of areas compared to prior years’ scores, most notably in the category of performance and reliability, while Frank’s ratings were led by first-place honors in casing and tubing installation, completion-related services, and non-vertical wells. Frank’s also rated first in the onshore Gulf coast region and special application wells.

Rounding out the top five in terms of overall satisfaction were Core Laboratories and Newpark Resources. Core Laboratories rated first in the categories of core and fluids analysis, formation and well evaluation, and in the U.S. and Canada. Newpark Resources captured the top rank in four categories: drilling-related services; fluids services; health, safety and environmental (HSE) performance; and regionally in Texas & Mid-Continent.

Among integrated service providers, legacy Schlumberger ratings led the company to the top rank in several categories including: technology; HSE; wireline services; logging-while-drilling, and; integrated project management (IPM). Likewise, strong ratings for Smith International, including its Wilson unit, and M-I Swaco drove top scores in multiple areas, including high-pressure high-temperature (HPHT), deepwater wells, supply and distribution, and various domestic and international regions.

Other suppliers rating in the top half of this year's survey in terms of total satisfaction include Halliburton and Basic Energy Services. Duplicating certain strengths seen in prior years, Halliburton rated first in stimulation services and well testing, as well as in the regions of Latin America & Mexico and Eastern Europe & FSU. Basic Energy took top honors in the survey for Workovers & Well Servicing.

Although the combination of Baker Hughes' and BJ Services' ratings placed the combined company just below the survey median in terms of total satisfaction, it rated first in three categories: cementing, perforation and fishing services.

"The oilfield services segment saw significant changes during 2010 with the merging of some of its largest and most well-known participants," said Sheridan. "For customers of these merged companies, future satisfaction will be determined by the extent to which the purported operational synergies and other benefits associated with the deals actually materialize. Before suppliers can deem them truly successful, customers will need to feel that they specifically have benefitted from the transactions."

Other suppliers rating in the bottom half in terms of total satisfaction in the survey, listed alphabetically, are Expro International, Key Energy Services, McJunkin Redman, Scientific Drilling, Superior Energy Services, Tesco and Weatherford International. In terms of category wins among these particular suppliers, Scientific Drilling ranked first in directional drilling and measurement-while-drilling, while Weatherford International ranked first in sand control services and equipment.

EnergyPoint Research's Oilfield Services Survey was conducted as part of the firm's annual industry-wide study, comprised this year of more than 4,100 in-depth evaluations performed over 24 months by

qualified professionals at domestic and international customers of oilfield suppliers. The survey succeeds similar industry-wide studies conducted and published by EnergyPoint Research since 2003.

As part of the survey, suppliers were evaluated in a range of areas and attributes, including total satisfaction, pricing and contract terms, performance and reliability, technology, job quality, safety and environmental, service and professionalism, and corporate capabilities. They were also evaluated in multiple service segments, and domestic and international regions. A total of 16 major oilfield service suppliers received the minimum number of evaluations needed to be included in this year's final rankings.

For categories in which pre-2009 supplier ratings existed, historical ratings were included in the 2010 category-winner calculations at lesser weightings. In no case were such historical ratings assigned a weighting of more than 20 percent for the purposes of calculating category winners.

For more information concerning EnergyPoint Research, its independent oilfield customer satisfaction surveys, or its online data offerings, visit the company's web site at [www.energypointresearch.com](http://www.energypointresearch.com).

***About EnergyPoint Research, Inc.***

EnergyPoint Research provides independent research regarding the oil and gas industry's satisfaction with the products and services it purchases and utilizes. Founded in 2003, the firm offers oil and gas industry professionals and organizations opportunities to both provide and gather confidential ratings and customer feedback in areas important to oilfield product and service suppliers through objective and independent evaluation processes. For more information regarding EnergyPoint Research and its surveys and data, visit the company's website at [www.energypointresearch.com](http://www.energypointresearch.com) or contact the company at [info@epresearch.com](mailto:info@epresearch.com).

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