

For more information contact:

Judi Martin, JM Group
713-299-5619
jmartin@jmg-houston.com

Several Suppliers Repeat Top Customer Satisfaction Scores in Annual EnergyPoint Research Global Oil & Gas Industry Survey

EnSCO, Vallourec, Newpark Resources and Helmerich & Payne Take Top Spots; EnergyPoint Research marks 10-year milestone in publishing independent ratings

HOUSTON (Feb. 13, 2014) – EnergyPoint Research announces 2013 results for its Oilfield Products & Services Customer Satisfaction Survey, conducted annually for the last decade to track the performance of oilfield suppliers in meeting the needs of the industry. The survey rates customer satisfaction levels of suppliers in four industry segments including offshore drilling, oilfield products, oilfield services and onshore drilling.

First-place total satisfaction rankings in the survey's four main segments were achieved by EnSCO, Vallourec, Newpark Resources and Helmerich & Payne. The results were based on in-depth evaluations from thousands of qualified professionals at domestic and international customers of oilfield suppliers.

"Each of this year's total satisfaction winners garnered high accolades from survey respondents for their long-standing commitment to quality, performance and customer satisfaction. EnSCO and Helmerich & Payne are both multi-year winners, while Newpark Resources is a repeat winner from last year," said Doug Sheridan, managing director of EnergyPoint Research. "Vallourec has enjoyed strong ratings for many years as well, even though this is the company's first time to top the oilfield products category."

EnergyPoint Research marks its 10th anniversary as the only provider of independent customer satisfaction research and ratings for the global oil and gas industry. During the last decade, expectations and drivers related to customer satisfaction have evolved as oilfield customers have increasingly looked to suppliers for expertise in areas ranging from hydraulic fracturing in shale-prone basins to offshore drilling in previously explored waters. The shift in available experience and skill sets associated with the industry's great crew change, and how suppliers have responded, has added an additional chapter to the story told via EnergyPoint's data, according to Sheridan.

"The expectations of customers have clearly evolved as the industry becomes more complex and challenged by a shortage of experienced and technically capable people," said Sheridan. "We continue to see these issues reflected across our surveys."

Offshore Drilling Segment

In addition to ranking #1 in total satisfaction in the offshore drilling segment, EnSCO ranked first in seven additional categories, including in performance and reliability, technology, deepwater wells, shelf wells, North Sea, horizontal and directional wells, and special applications. The company has ranked first overall among offshore drillers in each of the last four years.

Other companies ranking first in at least one category in the survey's offshore drilling segment include:

- Atwood Oceanics in health, safety & environmental (HSE);
- Diamond Offshore in Latin America & Mexico;
- Noble Drilling in job quality;
- Rowan Drilling in high-pressure high-temperature (HPHT) applications, as well as in the Middle East;
- Seadrill in Asia-Pacific.

Oilfield Products Segment

Vallourec captured the first-place rating for oilfield products and also marked the top spot in eight additional categories within the segment, including: availability and delivery, performance and reliability, tubular goods, connections and couplings, casing tubing, horizontal and directional applications, high-pressure high-temperature (HPHT) wells, and special applications.

Other suppliers rating first in various categories of oilfield products include:

- Baker Hughes in downhole motors, fishing tools, and two additional categories;
- Cameron International in flow control equipment, surface wellheads and trees, and surface production equipment;
- Caterpillar in engines;
- Derrick Equipment in solids control equipment, engineering and design, performance and reliability, and two additional categories;
- Dril-Quip in subsea wellheads;
- Forum Energy Technologies in downhole cementing equipment;
- Gardner Denver in mud pumps, post-sale support, shale-oriented applications, offshore applications, and two other categories;
- GE Oil & Gas in artificial lift;
- Halliburton in integrated products, intelligent sensors, and production chemicals;
- National Oilwell Varco in surface BOPs and tubular-handling equipment;
- Newpark Resources in drilling fluids, shale-oriented applications, and two other categories;
- Oceaneering in remotely operated vehicles (ROVs), subsea equipment, and two other categories;
- Oil States International in subsea risers and flexible joints;
- Pason Systems in rig instrumentation, engineering and design, performance and reliability, post-sale support, and three other categories;
- Schlumberger in proppants, rotary steerable systems, drill bits, offshore applications and two other categories;
- Sumitomo Metals in production tubing;
- TAM International in completion packers, downhole completion equipment, and performance and reliability;
- Tesco in top drives;
- Weatherford International in drill pipe, perforating guns, and sand control equipment.

Oilfield Services Segment

Newpark Resources repeated last year's overall first-place rating in the survey's oilfield services segment. The company also earned top honors in an additional eight services-segment categories, including: drilling-related services, drilling fluids services, job quality, U.S. & Canada and four other categories.

Other suppliers rating first in various categories within the services segment include:

- Baker Hughes in perforating services and in Western Europe / North Sea;
- Basic Energy Services in completion-related services, and workovers and well servicing;
- Core Laboratories in core and fluids analysis, formation and well evaluation, and international regions;
- Frank's in special applications, as well as in horizontal and directional wells;
- Halliburton in Eastern Europe & FSU, Middle East & N. Africa, and Sub-Sahara Africa;
- Schlumberger in deepwater applications, logging-while-drilling (LWD), wireline logging, Asia & Pacific Rim, and three other categories;
- Scientific Drilling in measurement-while-drilling (MWD), and horizontal and directional wells;
- Tetra Technologies in shelf wells, the Gulf of Mexico, high-pressure high-temperature (HPHT) applications, plus two other categories; and
- Weatherford International in casing and tubing installation, directional drilling, sand control, and two additional categories.

Onshore Drilling Segment

In the onshore drilling segment, Helmerich & Payne ranked first overall for the sixth consecutive survey, as well as in nine other categories including: job quality, performance and reliability, technology, safety and environmental, horizontal and directional, North America, and four other categories. Precision Drilling took first-place honors for Onshore Gulf Coast.

Survey Information

The annual survey, which has been conducted by EnergyPoint Research since 2003, is the leading independent benchmark study focused on the oil and gas industry's satisfaction with the products and services it purchases and utilizes. 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, as well as domestic and international regions.

For those categories and suppliers in which ratings existed, 2010-11 ratings were included in the final category-winner calculations at lesser weightings than for the current 2012-13 period. In no case were the earlier period's ratings assigned a weighting of more than 20 percent for purposes of calculating final category winners. More than 50 suppliers received the minimum number of evaluations needed to be considered for this year's final rankings.

For more information concerning the EnergyPoint Research, its independent oilfield customer satisfaction surveys, or suite of research products and services, please visit the company's web site at www.energypointresearch.com or contact the firm at info@epresearch or +1.713.529.9450.

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 provide, gather, analyze and understand customer ratings and feedback in areas important to oilfield product and service suppliers through objective and independent processes. For more information regarding EnergyPoint Research and its surveys, visit the company's website at www.energypointresearch.com or contact the company at info@epresearch.com.