

The Ultimate Technical Advisor

Called “problem solvers extraordinary” by one of its clients, M&H Enterprises is a Houston-based business that offers a growing array of technical services to petroleum and petrochemical companies. While quite diverse in nature, all of the actions we take share the singular objective of creating, and then maintaining, safe and trouble-free operations at our clients’ production, processing and transportation facilities. The five principal services we use to achieve that end are at once deceptively simple and consistently effective:

1. Document equipment, and processes in well-organized and easily understood manuals and drawings.
2. Design facilities that are safe, efficient and based on optimizing their processes.
3. Create and implement programs for properly maintaining our clients’ equipment
4. Provide operations personnel with thorough, specific training for specific tasks.
5. Develop inspection routines at our clients’ facilities to ensure their proper function and compliance with established guidelines.

Regardless of your company’s size and the seeming impossibility of your problem, M&H can find an approach that will make your operations safe and trouble-free, and produce the benefits of productivity and peace-of-mind that stem from such improvements.

Untangling the Knots that Tie Up Industry

Since M&H’s establishment in 1978, our unique mission has been the use of innovative approaches to dislodge technical bottlenecks for the petroleum and petrochemical industries.

When oil and gas companies need offshore production and processing facilities, M&H responds with high-quality designs supplied at competitive prices. When the start-up and commissioning documentation that a plant receives from its builder is too technically written for practical use by operators, M&H translates the “engineer speak” into understandable text and legible drawings. When a company needs continuing, equipment-specific training for its personnel, M&H develops customized training materials and oversees their use.

M&H is an established technical advisor, capable of finding resourceful ways to handle almost any problem that causes your facility to operate in an unsafe and trouble-laden manner. However, our primary areas of focus include oil and gas production, gas processing, petrochemical processing, pipelines and storage/loading terminals.

We have completed projects in almost every petroleum and petrochemical center in the United States, including the North Slope of Alaska and the Gulf of Mexico. With operations in Houston; Midland, Texas; Tulsa, Oklahoma; and Anchorage, Alaska, we have resources strategically located to handle projects anywhere onshore and offshore in the United States.

At M&H, we approach each of our projects from an operator’s perspective, because the advantage we bring to a venture is our wealth of operating experience. Most of our engineers and technical personnel are steeped in plant and facility operation. As a result of this accumulated knowledge, M&H is a valuable interface between the operation and engineering sides of any facility.

M&H knows that operators need many tools to do their jobs, including usable documentation materials, maintenance programs and inspection routines. After all, they are faced with the real-world, day-to-day operation of the facility. M&H produces tools that your operators can and want to use.

Superlative Service as a Basic Business Concept

M&H is a company that has a definite, discernible character. Our identity is wrapped up in the need to provide clients with the best possible work under the best possible conditions. Superior product. Superlative client service.

At the heart of our emphasis on client service are the personal styles of the company's principals. Engineers Edward Maitland and Tom Hoge started the company because they believed there was a need within the petroleum industry for unwavering high-quality facility design work. That devotion to quality and exceptional client service has been carried over to every service product M&H has added.

Today M&H is growing to parallel the technical service needs of the petroleum and petrochemical industries. Peter Maitland, who joined the company as a principal in 1987, guides our business development effort, an integral undertaking for any enterprise that wants to expand responsibly. Under his direction, M&H continually looks for appropriate development opportunities.

The company's roster of clients is growing constantly, as well. The list now includes small independent operators and large, diversified corporations.

A Company that Goes All Out, All the Time

The concept of producing half-baked work is absolutely foreign to M&H. About our staff, Tom Hoge likes to say, "You can't idle a Ferrari." Loosely paraphrased, that means our staff is so accustomed to generating the best possible product that asking it to go half-speed is unthinkable. Every client receives M&H's maximum effort every time.

Our staff consists principally of engineers and professional technicians who have broad, extensive experience in the oil and gas industries. As a result, M&H provides you with professional problem-solvers who are adept at quickly translating your instructions into the successful, cost-effective work you want.

Each M&H project benefits from our staff's collective education and operating experience, because we use technical expertise to do our job. Gene Shimko, a veteran M&H start-up and commissioning engineer, explains it this way: "I don't think you can do this kind of work unless you've had hands-on operating experience. Most of us have actually worked on this machinery...done start-ups and design work. When we write something, we know it's correct. We're not just working from theory."

Innovation is a key component of our approach to solving client problems, and while we offer five distinct lines of product service, there's no simple means for categorizing the ways in which M&H's services can be applied to a business. Just consider the diversity of obstacles represented by the three case histories included in this brochure.

Our basic mission is to solve technical problems. If you have such a problem, regardless of how daunting it is, we encourage you to challenge us with it. Many of your peer companies have. We've come through for them, and we've done it within their delivery schedules. We know about deadlines.

We know about value, too. Because of M&H's arsenal of technical capabilities and industry knowledge, we prefer to determine project fees on a lump-sum basis. This provides our clients with customized work for assembly-line prices. M&H has an enviable record of fixed-price contracts without a single add-on. Rare in the technical services industry, this approach to pricing is rooted in M&H's basic credo for ethical business, superior work and superlative client service.

Documentation for Those Who Fight the Battle

Three circumstances within a plant frequently give rise to the need for revised, improved documentation.

First, the information provided by the builder for startup and operation may be unsuitable. Perhaps it's too technical to be used practically by plant operations personnel. Often, there is too much of it, as well. Second, the addition of new equipment might alter operating procedures. Third, operators may want a better grasp of a facility's systems to establish routines and improve efficiency.

M&H's solution has been to serve as a bridge between a facility's engineering/construction (E&C) and operation communities by translating engineering's documentation into material suitable for use by the plant's operators. Using a plant's engineering drawings, M&H develops a detailed description of its equipment's functions and a step-by-step explanation of its processes. That information is

reduced to a set of start-up and operation manuals that contain well-organized, understandable narratives and CAD drawings.

Typically M&H's manuals consist of significantly fewer volumes than their E&C predecessors. We've been known to take a client's 10-volume operation manual and condense it to two volumes. Whereas the original 10-volume set of guides sat unused in a bookcase, our two-volume manual is used constantly. We've even developed a pocketbook version of the two-volume manual. That's M&H innovation. That's problem solving.

Again, M&H approaches documentation from an operating perspective, because that's where we're most effective. As Tom Hoge says, "Operations people live in the real world every day. They get up and fight the battle, completely driven by the need to keep oil, or gas, or paper or whatever coming out the end of their plant."

M&H is driven by the need to see that your operations people have the documentation materials that make their responsibilities straightforward and safe.

Creating Better Designs for Better Facilities

M&H began as a design and engineering firm, and we continue to provide those services in connection with work that improves an existing facility's performance or increases its capacity.

After a facility has been in operation for an extended period, demand sometimes overtakes its physical capability to perform its task. M&H is versed in designing systems that "de-bottleneck" such operations. We're experienced in designing new storage facilities, compression systems, piping configurations, vapor recovery systems and vessels of all descriptions.

Putting Data Management at Your Fingertips

Physically fit facilities usually operate safely and free from trouble, so M&H offers an interesting approach to maintaining a plant's fitness—a software program that literally places the power of managing work schedules, preventative maintenance plans and report production at its users' fingertips.

This product was born when one of our clients wanted to automate a maintenance program, but didn't know how to go about it. Our technical staff, again using innovative thinking, developed the software's contents and based it on a commercially available database program. As a result, this software product handles vast amounts of information very well.

The data-management ability of this program enables M&H to adapt it to almost any task that requires the manipulation of information to produce reports. Our clients benefit from this approach, because we can develop the program's contents by using either our database software or one that they choose. We're capable of creating these software products in both personal computer and mainframe versions, too.

Clients find this cost-efficient because it doesn't tie them to M&H forever. Your company can modify its customized databases simply by hiring programmers to make the changes.

Customized Training that's Worth Your Investment

Operation manuals illustrate the way a plant works. Training manuals teach people how to operate its many facilities.

M&H has established a solid reputation as a provider of training materials that are customized for our clients' specific facilities. Tailored training is a valuable tool for businesses that operate production and processing facilities, because it teaches plant personnel how to obtain the most for a company's operating dollar. M&H's training materials are so site-specific, in that they use actual manufacturer ratings and industry standards to describe the operation of plant equipment.

The direct result of this highly focused instruction is improved operational efficiency among plant personnel. In some instances, our customized training services enable operators to troubleshoot their own facility.

M&H's training services are available in several forms, ranging from the development of instruction manuals to the convening of small onsite classes. We even offer PC simulation training materials on a limited basis.

An Eye toward Making Compliance Profitable

Industry is becoming increasingly aware that the ultimate objective of operating facilities safely and without problems is more than compliance with state and federal regulators. Safe conditions have a direct, beneficial effect on a company's bottom line.

M&H offers a comprehensive inspection and auditing service that provides plant management with a mechanism for reviewing the success or failure of its established operating routines. On a regular basis, we inspect facilities to determine to what degree design and operating criteria are being met.

These reviews can encompass virtually any plant function, and they can range from inspecting the rated capacity of a plant's steel and hardware to monitoring a system of checks and balances that control its inventory of spare parts.

At M&H, we're discovering that this service is becoming increasingly attractive to the petroleum and petrochemical industries as government and public scrutiny grows in connection with tightening environmental legislation.

Removing Obstacles to Your Operation

No responsible, viable company allows operating problems to govern its business. Successful companies resolve problems. Better yet, they identify potential problems and dispose of them before financial returns are affected.

M&H Enterprises excels at the identification, definition and resolution of problems that can adversely influence your business. We use experience, innovation and current technology to remove obstacles that are identified easily, as well as barriers that have no handle. We are your problem solvers.

Let us bring our skilled resources to bear on the technical challenges within your operation. We can remove the obstacles that keep your company from having the operation it deserves.