Case Study

Remote Monitoring Powered Field Operations & Mobility Solutions

Client

The client is a largest US-based NGL major with over 18,000 locations, 100,000+ assets and over 2000 workers.

Challenges

- **Connectivity and Data Accuracy:** stringent network conditions on field do not permit large data downloads when engineers are on call for long durations. Retrieval of data and its accuracy can lead to problems such as multiple work order creation.

- **Efficiency of Field Staff:** conflict scenarios in syncing data can lead to work orders being missed or re-assigned and can lead to value lost in terms of re-work.

- **Access to Enterprise:** availability of support documentation and checklists also limits the number of assignments an engineer can complete in a given time.

- **Work Monitoring and Allocation:** at a supervisory level, it's also necessary to be able to view the status of open work orders in real-time and push new orders to engineers who are already on the field.

LTIMindtree Solution

- A cost-effective solution leveraging open standards and allowing device access flexibility to the end user on smartphones via a simplified app with an intuitive UI.

- The solution allowed for delta data syncs once the master sync is completed enabling multiple updates with lower data utilization.

- An integrated system for managing work orders in the field with the ability to function offline to create and self-assign work orders.

- Detailed analytics to monitor efficiency of the maintenance operation.

Business Benefits

20%
Increase in field force productivity.

60%
one-time reduction in total cost of ownership by replacing the existing system with LTIMindtree's solution.

500k+
work orders processed in 6 months as against 420k orders in the same period earlier.