



## Case Study

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# Improved Operational Visibility and Decision-Making using Enterprise Performance Dashboards for a US-Based Downstream Major



## Client

The client is a leading US-based oil and gas downstream company, with operations spread across 12+ refineries and 18,000+ miles of crude and product pipelines.

## Challenges

- ✓ Lack of visibility into real-time operational parameters for quick and smart-decision making
- ✓ Inconsistent manual-intensive approaches for performance data collection across refineries
- ✓ Inaccurate and error-prone data collection from different systems/sources and manual reporting process, causing penalties at multiple sites
- ✓ Overhead of storing and maintaining tons of paper documentation, without the ability to leverage the information

## LTIMindtree Solution

- ✓ Getting real-time quality data from different systems (OT, ERP, EAM, LIMS, DMS, and HSE) into a centralized repository based on Canonical Asset Data Model
- ✓ Establishment of central role-based KPIs and Dashboards for each of the sites. Additional customized dashboards for specific site needs
- ✓ Functionalities covered HSE, operations (plan, actuals, yields, qualities, shift log), reliability (equipment availability, uptime, utilization, and OEE,) and financials (margins, contracts fulfillment)
- ✓ Real-time monitoring, self-service analytics (timeseries, diagnostic, and simulation based), and reporting
- ✓ Graphical view for all equipment, with 24\*7 information availability
- ✓ Access to enterprise performance management dashboard from any device (Laptops, iPads, and Mobiles) and from anywhere (centralized control room, home, and other sites)

## Business Benefits

### 10%

improvement in plant performance in terms of productivity and margins

### 70%

reduction in manual efforts needed for performance monitoring and reporting

### 90%

improvement in customer satisfaction due to near real-time view of all performance parameters and benchmarking data across sites

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