



## Case Study

# 2 % Margin Improvement through Digital Maturity Transformation for Leading **Middle East-based Refinery**

The client is a leading Middle East-based joint venture refinery processing ~450K barrels/day of crude oil.



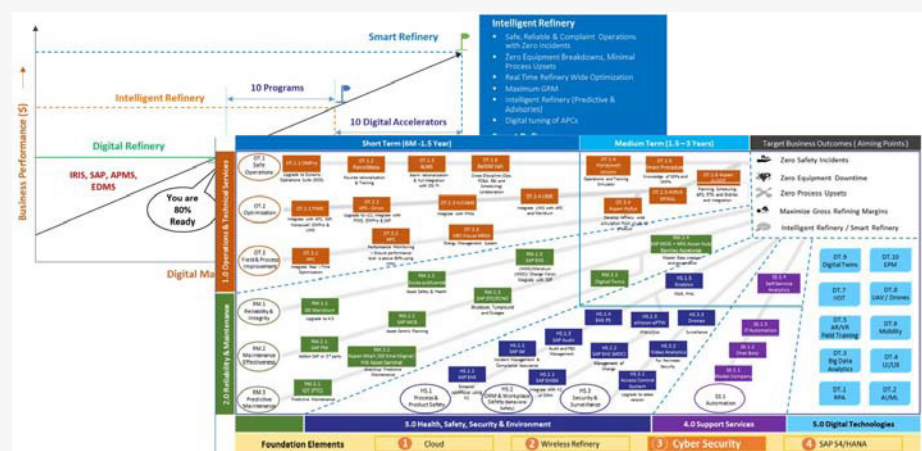
## Business Challenges

- ✓ To achieve the North Star goals of zero safety incidents, zero unplanned downtime and maximising refining margins.
- ✓ To achieve and maintain a top quartile performance among industry peers.
- ✓ To set a benchmark in refining excellence globally by establishing next-gen processes, leveraging latest digital trends and Industry 4.0 technologies.



## Solution Highlights

- ✓ Digital maturity assessment along the seven dimensions of
  - Business architecture.
  - Process architecture.
  - Applications architecture.
  - Integration architecture.
  - Master data governance / data quality.
  - User adoption.
  - Business value realization architecture.
- ✓ Understand the seven dimensions to build a technology foundation of cloud, big data analytics, mobility, AI/ML, AR/VR and IoT.
- ✓ Focus on value levers and business KPIs across functions such as planning and scheduling, refinery operations, process engineering (technical services), maintenance & reliability and HSE.





## Outcomes Delivered

- 1 Digital maturity assessment and gap analysis.
- 2 Recommendations roadmap for digital maturity improvement including investment in best-in-class applications for important functional areas.
- 3 Implementation plan, budget & projected ROI.



## Business Benefits

### 10 cents / barrel increase

in gross refining margins due to process engineering and production optimization initiatives

### 0.5% increase

in plant reliability due to improvements in equipment maintenance practices

### USD 2 million+

reduction in annual maintenance costs

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