



Let's Solve

**Field Service Experience Transformation &
Digitization of Asset Auditing Process Increases
Productivity for Global O&G Major**



A Larsen & Toubro
Group Company

Client

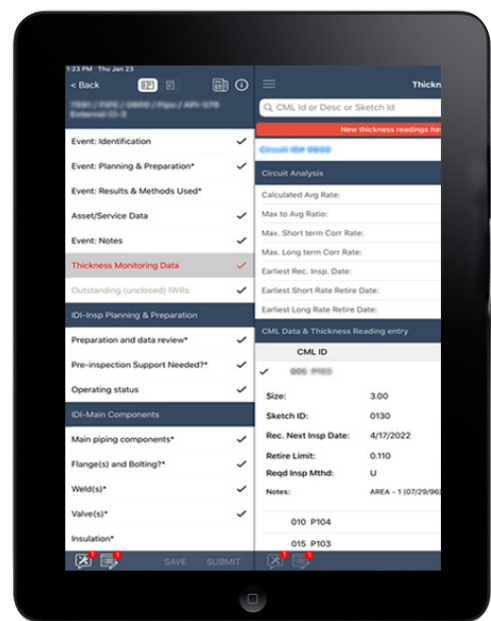
The client is a leading US-based downstream major operating 10+ refineries, with a net crude oil capacity of over two million barrels per day, and 15,000+ miles of crude and product pipelines.

Challenges

- ✓ Lack of a real-time connected platform to log the equipment parameters during operator rounds and plant inspections, resulting in poor field coordination and loss of productivity.
- ✓ Errors due to manual entry of field inspection data and calculation of fields with complex formulae, leading to process disruption and potential revenue losses.
- ✓ Inability to proactively identify equipment failure due to lack of historical data recording mechanism.
- ✓ Inefficient and tedious process of carrying measuring equipment, physical forms, and supporting documents back and forth between the inspection site and the data entry site, leading to high turnaround time.

LTI Solution

- ✓ Digitized the daily operator rounds and inspection process, enabling faster logging of captured data and effective tracking of operator tasks.
- ✓ Leveraged Bluetooth integration with measuring devices to wirelessly transmit captured readings from the hand-held measuring devices to the platform, eliminating data entry errors at source.
- ✓ Developed role-based workflows for plant inspections, resulting in faster approval of inspection findings and action points.
- ✓ Transformed customer experience through voice command features for hands-free navigation, increasing the ease of use for field inspectors.
- ✓ Enabled instant alert triggers, based on corrosion levels in the equipment, through real-time integration with the plant condition management system, enabling faster corrective actions.



Business Benefits

40%

increase in productivity due to improved measuring and logging mechanisms during inspections

30%

decline in unplanned equipment downtime

20%

decrease in operating costs

95%

reduction in paper-based forms usage, contributing to environment sustainability

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