



Case study

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

Client

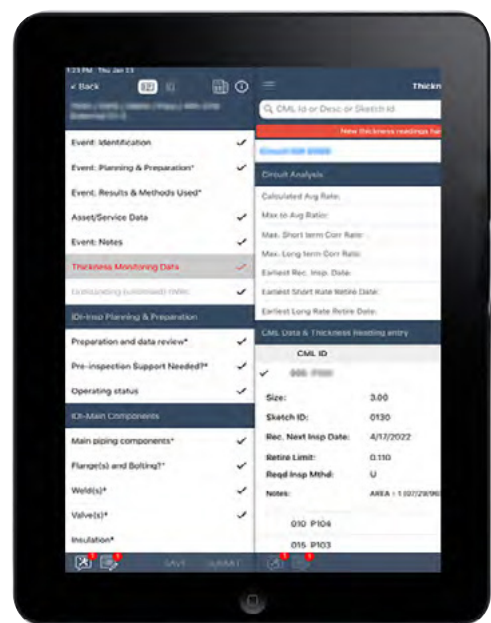
The client is a leading US-based downstream major operating 10+ refineries, with a net crude oil capacity of over two million barrels per day, and 15,000+ miles of crude and product pipelines.

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.

LTIMindtree 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 SAP PM(Plant Maintenance), 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.

1 Million

forms submitted/year.

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