LTI

Let's Solve

Case Study

Transforming Field Service
Operations of US-based
O&G Midstream Company

A Larsen & Toubro
Group Company

Client

A Leading Midstream O&G Company, is one of the largest producers of natural gas liquids and one of the largest natural gas processing companies in the U.S. The Client is an asset-intensive organization with more than 100,000 "Processing Plant" Assets such as Transmitters, Valves, Indicators, PLCs, Compressors, Switches, and Detectors, spread across locations. Reliability field engineers need to swiftly react in mitigating unplanned breakdowns, while addressing predictive, preventative, and corrective maintenance checks for smooth operations.

Challenges

It became difficult to consistently address these needs, due to many concurrent or in-pipeline work orders, esp. spanning multiple WO categories, within stringent timelines, and poor network conditions restricting real-time data availability..

Current solution (Syclo) was ineffective as:
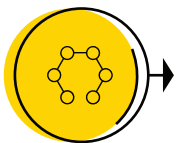
Field Engineers could not use a Cross Platform Mobile Solution built for low network environments

Field Engineers could work on only one work order at a given point of time, could not support follow up work orders, rejected work orders
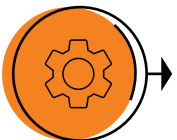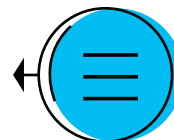
Field Engineers could not address materials and services needed for work-order processing

Intermittent network conditions led to long sync times between Master Data and Application Data, need to be synced into the application, but
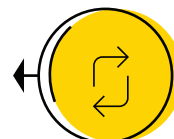
Data loss due to frequent sync failures resulting in incorrect handling of error scenarios from differential inbound (from Master Data) Work Orders, and differential outbound (to Master Data) equipment / asset status

Multiple sites could not be synced / worked upon by a single engineer
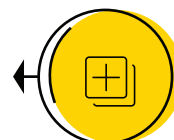
Also, from an IT standpoint, the Client had to deal with huge yearly application license and support costs, an application that failed to address key user needs, working on a semi-responsive UI supported only on single platform, with steep application learning curve.
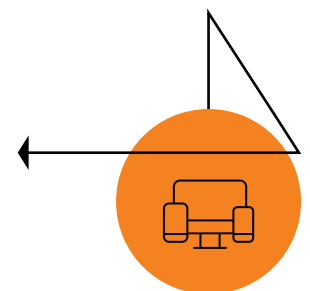
LTI Solution

LTI built FieldOn, a field-force mobilizing solution that was integrated Client Enterprise Asset Management(EAM) system, and provided easily customizable, End-to-End Work Order Management. Key highlights of the solution are:

• Cost-effective, simplified and intuitive solution built on robust open standards,

• Responsive & easy to use UI designed for extreme field conditions, supported on multiple platforms and device of choice

• Offline support with delta sync implementation, effective handling of sync conflicts and network fluctuations, efficient usage of mobile storage

• Client Server technology built on REST API, with Middleware based integration approach and Integration end-points for all EAM Systems

• Business workflow of EAM replicated

• Supervisor module for work order approvals and task assignments

• Technical Features like Authentication & Authorization, EAM session propagation, Middleware data caching & compression, application logging & usage collection

Business Benefits Delivered

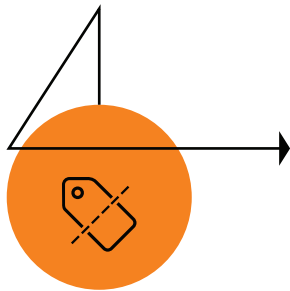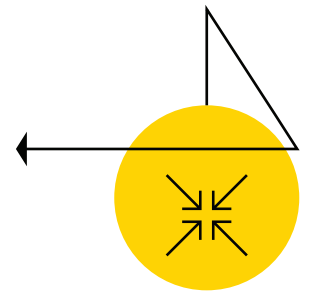20% increase in field-force productivity

700 iPads could now be used for a Simplified app with intuitive UI for all devices across iOS, Android, Windows, that was otherwise available only on Windows laptops
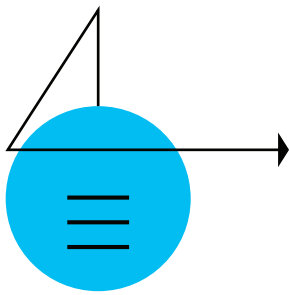
500,000 work orders processed in 1 year

Reduction in initial and delta sync times by 70%

30% cost reduction over license fees of replaced product

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