

Cognitive Infrastructure driving agility, automation
& powering resilience for an Oil & Gas Market Leader

PCN OT Transformation Case Study



 **10,000+**
Connected Workers on
Mobile Devices/ Laptops

 **7000+**
OT Servers

 **3000+**
OT Network
Gears

 **29**
VLCC/Ships
Support

 **30,000+**
Azure VDI



- 1000+ LTIMindtree consultants
- 200+ PCN App/Infra engineers
- 25+ site service engineers

Business Units / OPCO Supported	PCN App / Infra Support	PCN Site Services
Upstream – North America	✓	✓
Upstream – Eurasia - Pacific	✓	✓
Upstream – Middle East/Africa	✓	✓
Downstream – US Refineries	✓	✓
Downstream – Asia/Singapore	✓	✓
Midstream – Shipping	✓	✓

Transformed PCN/OT estate to provide new capabilities & efficiency to the business

From

- Majority on-prem
- Limited remote connectivity
- VSAT-based connectivity



Infra

- Siloed and disparate security monitoring solutions



Security

- Federated app management led by business units
- Lack of portfolio visibility



Applications

- Multiple P2P integrations
- Lack of a cohesive strategy



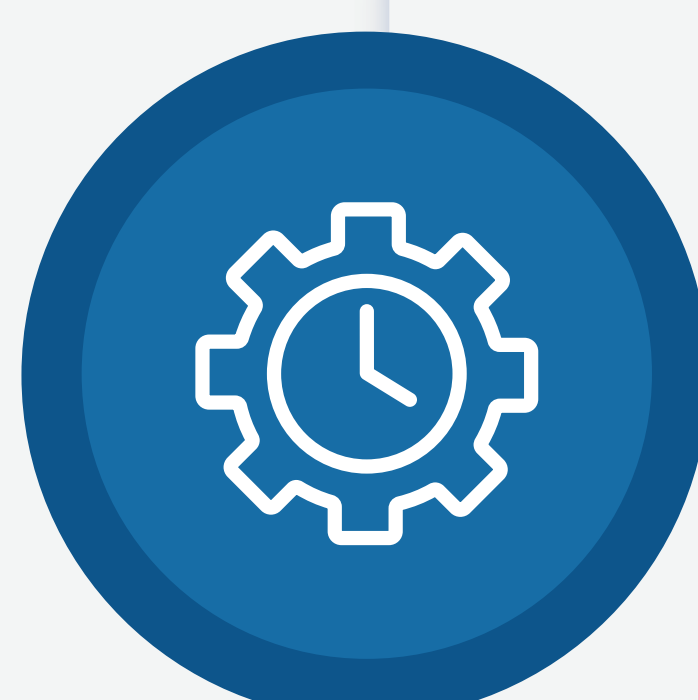
Integration

- Siloed Data Repo
- Multiple reporting sources
- Excel dependent visibility



Data

- Experience – Good- to-have feature



Experience

- T&M
- FP/Capacity-based
- Limited agile adoption



Model

To

- Right mix of edge cloud compute
- Secured remote connectivity
- Starlinks-based high-speed connectivity

- OT admin zone drives standardized security solutions
- Anomaly detection enabled through Claroty CTD

- Tool standardization
- Project to product shift

- Push-based integrations from high security to low security zone

- Azure data engineering product- driven visibility
- Data monetization opportunities in connected offerings

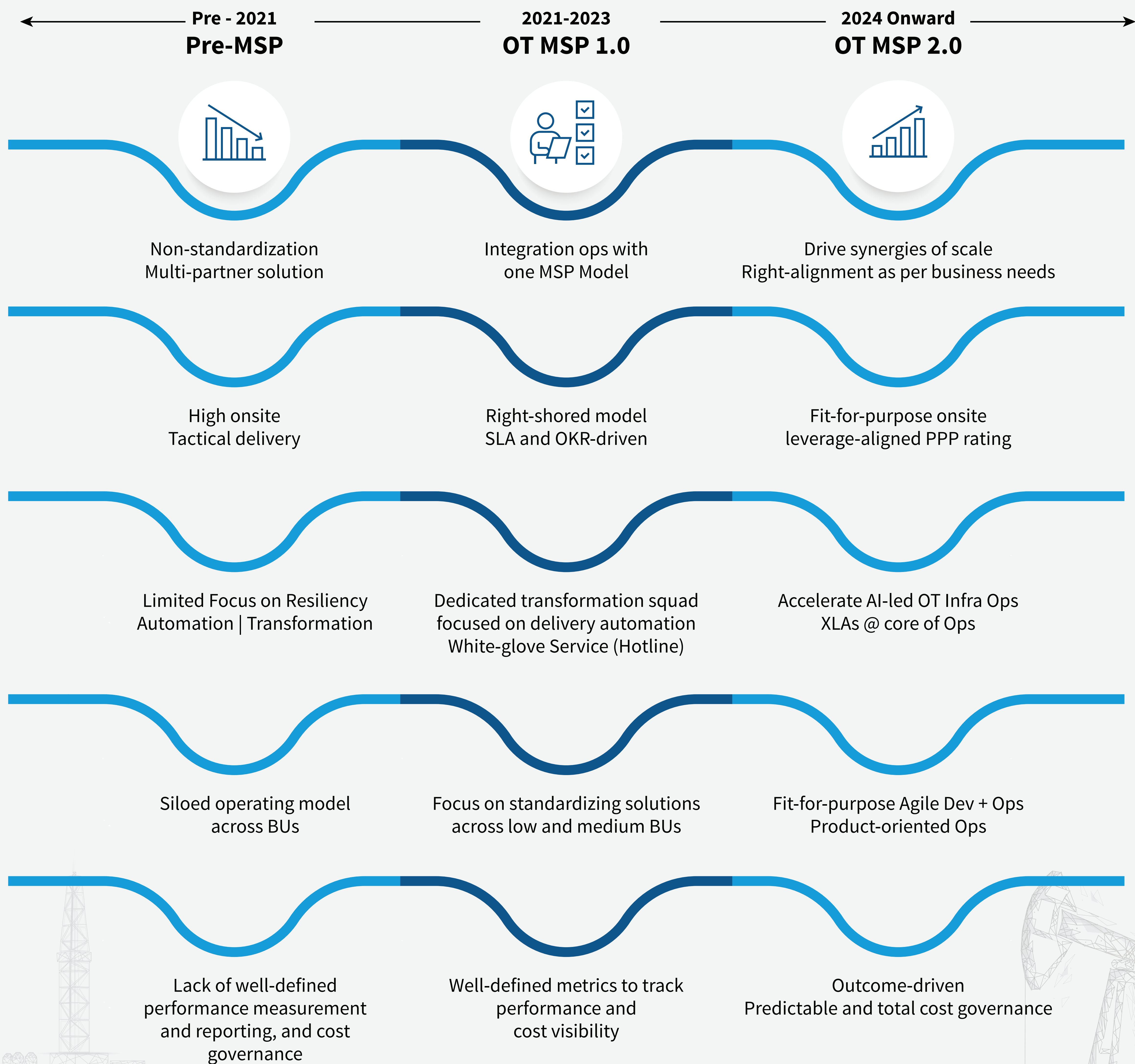
- Digital customer experience directly aligned with commercial excellence

- RU-centric consumption-based commercial model for run
- Agile-centric consumption-based model for PI

Enabled paradigm shift from legacy OT infra support to OT MSP 2.0

Imperatives

Optimize cost while scaling to high and critical BUs | Reduce onboarding friction |
Personalization of model based on business demands | Consumption-driven | Organization capability



To achieve higher customer experience and deliver higher quality services, we applied four key tenets that upend traditional ways of OT service delivery through the following business outcomes and expected improvements

	Key tenets	Levers	Value
1	High-quality scalable OT services	<ul style="list-style-type: none">• Service catalog-based offerings• PPP rating aligned with onsite leverage• A+ experience team	<ul style="list-style-type: none">• Paid for only subscribed services• Maintained and improved service quality while scaling services
2	AI-led OT Ops	<ul style="list-style-type: none">• Dedicated transformation squad• 20 story points/month investment• Ensure tools are leveraged to their full potential to deliver maximum business value	<ul style="list-style-type: none">• Single-pane-of-glass for PCN OT oversight and management• Improved productivity of ops team
3	Product-centric Ops	<ul style="list-style-type: none">• Accelerate SRE enablement• Establish cross-product command center	<ul style="list-style-type: none">• Single-pane-of-glass for PCN OT oversight and management• Improved productivity of ops team
4	Consumption-based and commercial model	<ul style="list-style-type: none">• RU-based model for infra ops• Per app-based model for app support• Story-based pricing model for projects	<ul style="list-style-type: none">• 40%+ upfront saving• Improved predictability on spend• Elimination of waste• 100% outcome-based model

Recognition of our Contribution to PCN Infra Support



CSI – > 4.5 from the last 5+ years

Shout-out from customer

**PCN OT
Site Lead**

As a partner, LTIMindtree has been very flexible as our organization has undergone many business and technical changes. This is much appreciated as it was important to maintain reliability during these times.

#Flexibility

**PCN
Product
Owner**

LTIMindtree has always been a great partner, and will always recommend them. They also have very sound engineers. LTIMindtree has always been a great partner, and will always recommend them. They also have very sound engineers.

#Competency

**PCN OT
Architect**

Quality improvement was seen within the first 15 days since go-live.

#OneTeam

**IT Site
Manager**

Your leadership and partnership are truly valued and have tremendously impacted all successful outcomes.

#Partnership

**Shipping
Product
Owner**

LTIMindtree goes above and beyond roles and responsibilities to help the Marine IOC team deploy the OT gateway project.

#Commitment

**PCN/OT
Lead**

Thank you for your efforts in preparing for the LNG Plant PCN audit. Your diligence ensured that APST was well prepared to engage the audit team, with work processes and evidence available for prompt presentation. Great job!

#Dillgence

Thank you

*For any queries, reach out to us at **eugene.comms@ltimindtree.com***

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 86,000+ talented and entrepreneurial professionals across more than 40 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit **<https://www.ltimindtree.com/>**.