

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

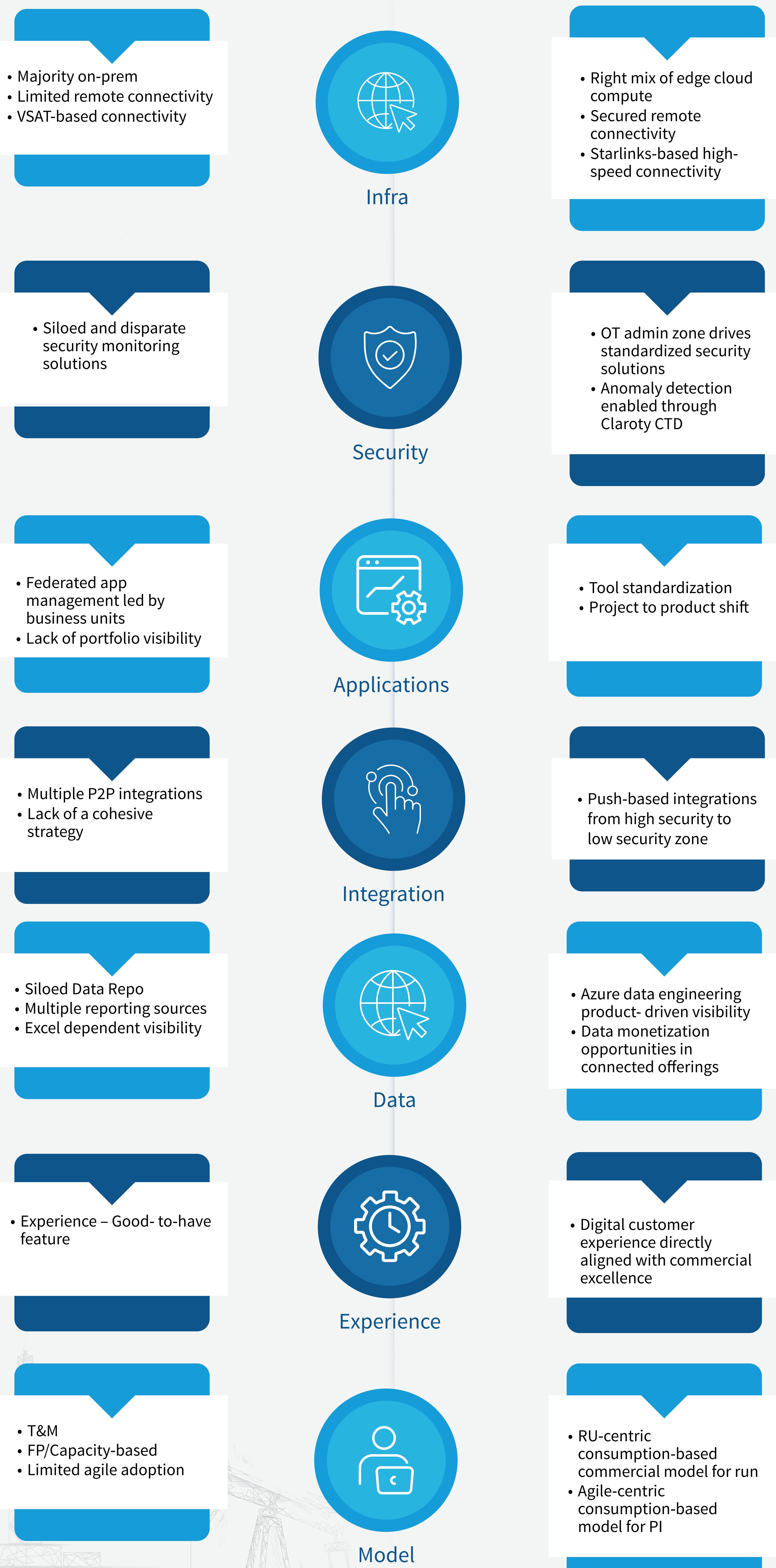
PCN Site Services

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

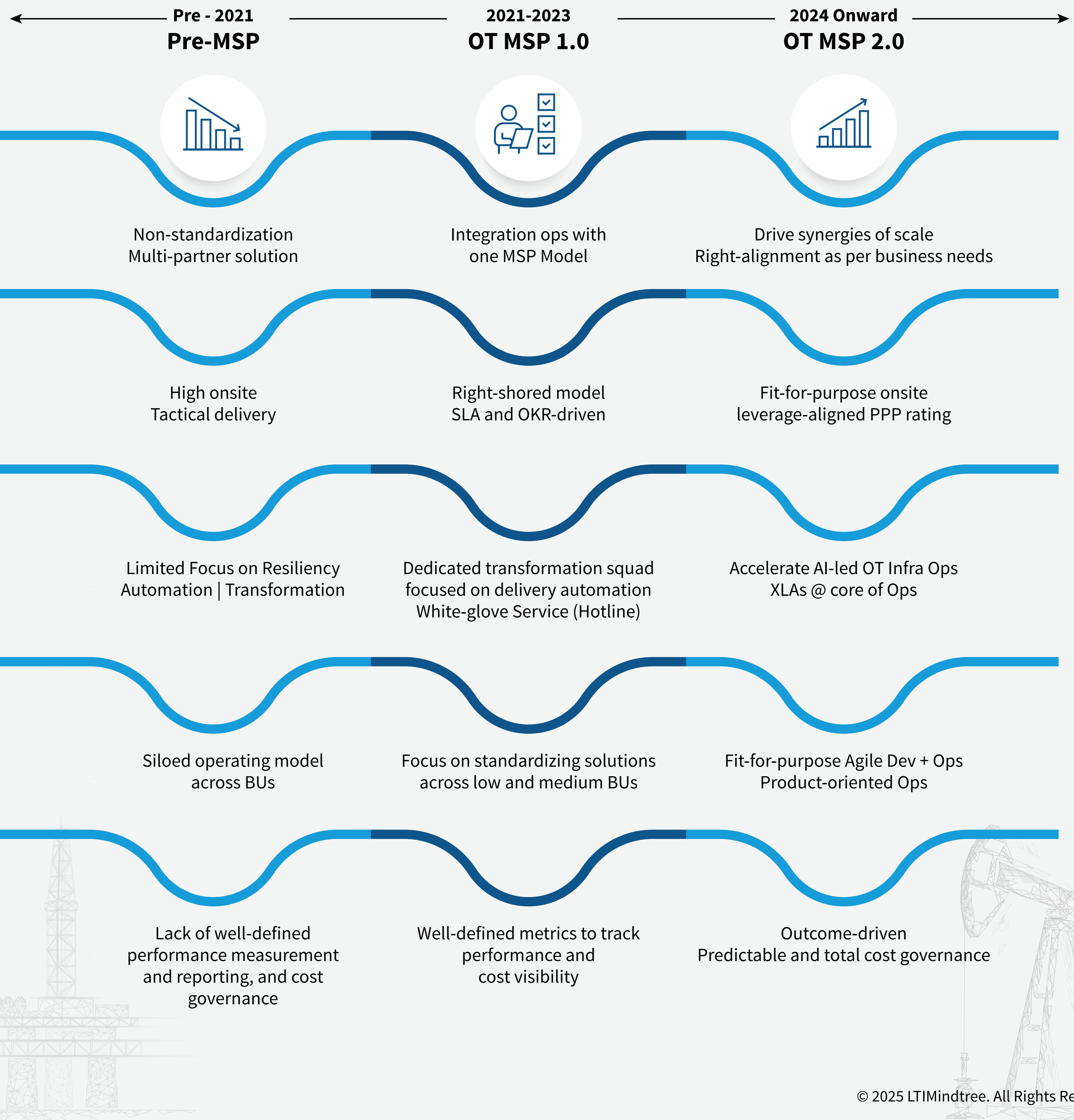
To



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

PCN Product Owner

PCN OT Architect

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

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

#Competency

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

#OneTeam

IT Site Manager

Shipping Product Owner

PCN/OT Lead

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

#Partnership

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

#Commitment

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!

#Diligence

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/>**.