KPIT

FIELD SERVICE INNOVATION
for an Oil and Gas Major

Field service modernization for regular asset maintenance and higher uptime

PROJECT HIGHLIGHTS

▶ Industry: Oil and Gas

▶ Technologies: JDE

▶ Geographic Location: North America

BUSINESS SITUATION

An oil and gas service major was facing challenges with the current maintenance levels of assets. Asset maintenance levels were low due to absence of a proper field service solution and directly affecting the reliability and performance of assets. Unreliability of assets and non-productive hours were directly responsible for low asset utilization resulting in lower operating revenues.

SOLUTION

KPIT developed a field service solution that would provide real time information of assets to field technicians, maintain asset reliability and directly increase asset uptime. This has increased visibility across multiple locations. The solution also helps the on-field technician to update details in an off-line mode at the remote location and later sync it with the back-end ERP when the device is on-line. Other features of the solution include:

▶ Service Order Management, Spares Inventory Management, and Reporting process automation

▶ Initiate maintenance checks based upon asset readings, either from the non-asset or asset level

OUTCOME

▶ Regular, on time, maintenance increases reliability of assets

▶ Decrease in asset failures increases the lifetime of assets bringing down initial investment costs

▶ Increased operational revenue generation

▶ Off-line/Online synchronization feature

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Technologies for a better world