



# 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

Birlasoft 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 offline 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



RESOURCES

[connectwithus@birlasoft.com](mailto:connectwithus@birlasoft.com) | [birlasoft.com](http://birlasoft.com)

## Enterprise to the Power of Digital™

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