



Microland empowers one of the World's Largest Oil Field Services Companies to provide transformative solutions to their customers in the Oil and Gas industry

Overview

The customer is one of the world's largest Oil Field Services companies that has a diverse portfolio of equipment and service capabilities that span the Oil & Gas industrial value chain. They offer design, manufacturing, and service transformative technologies to help take energy forward. Microland helped the client transform their network operations, consequently, addressing the availability and scalability issues faced by their IT workforce.

Business Challenge

The client being one of the largest oil field services companies offered 24x7 remote monitoring of 1,500+ offshore Oil Rigs for its customers. They also manufactured precision products that were used for oil well exploration, drilling, and production. Additionally, the client had also undergone a multi-billion dollar merger with a global oil-fields equipment and services provider operating in 120+ countries.

Remote monitoring was accomplished through embedded sensors across their product portfolio & the monitoring had to be round-the-clock to detect and report incidents that could impact production uptime, lead to hazardous situations, or adversely impact the environment. Given the criticality of operations, the client had to adhere to stringent SLAs and any non-conformance could lead to heavy penalties and hence high network availability and reliability were critical to its day-to-day operations. They also had difficulty with traceability of raw materials across the manufacturing value chain for defects or sub-standard quality that could impact the operations of the oil rigs and Network Connectivity across the supply chain was essential to allow the client to track raw materials. With business in over 120 countries and a network infrastructure that comprised of legacy technologies with decentralized monitoring and management process, brought with it several challenges leading to poor network availability and high operating costs.

Solution

Microland partnered with the client to transform and optimize their network operations to increase network availability and performance of their legacy network infrastructure technologies. With a right-sized delivery team, lean nearshore presence, and high-touch remote operations team, Microland helped the client transition to a centralized network monitoring and management model, turning them into a customer-centric and responsive organization. Leveraging Microland's Automation, Analytics, and AIOps based Network Assurance Platform (NAP), Microland provided self-healing network capabilities through predictive and preventive maintenance, auto-assignment, and auto-closure of incidents. These automation capabilities were aimed at reducing network incidents with rapid response and resolution of issues, thereby improving network performance and availability for the client's supply chain and remote monitoring sites.

Benefits Delivered

Microland's comprehensive solution helped the client achieve improved business operations capabilities. These include:

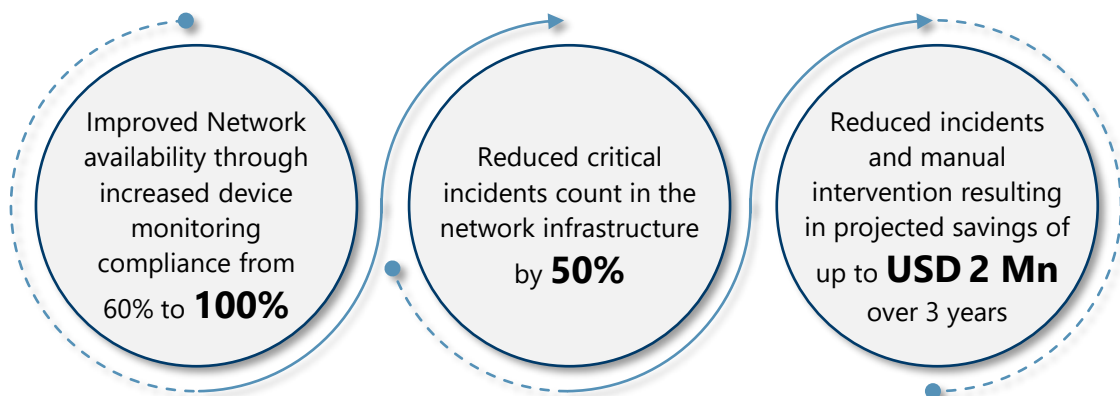
Robust Connectivity

- ❖ Enhanced monitoring of oil rigs through high-performance connectivity to oil field monitoring sites
- ❖ Enabled technical support to end-customer oilfields for addressing equipment and software issues
- ❖ Minimized impact on production and shipping through Connected Supply Chain for manufacturing specialized drilling equipment

Product Traceability and Quality

- ❖ Effective maintenance of specifications and composition documentation of raw inventory for compliance
- ❖ Efficient tracking of specific inventory requirements for the manufacturing of customized and specialized machinery

Outcomes



Microland is "Making digital happen" – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

For more information visit www.microland.com or email us at info@microland.com