TECH mahindra

Simplifying the Workplace with an Integrated Performance Management Solution

Overview

The COVID-19 pandemic brought about many changes in the world, especially at the workplace. A number of employees started working remotely as a result. But for those that fall under essential services, such as refineries, they need to keep operating on-ground.

A leading downstream company in the UK region partnered with Tech Mahindra to utilize our remote monitoring solution for refinery operations. Our solution allowed different teams like process engineers, operations head, leadership to monitor plant operations from their homes without compromising the decision-making processes.

To cater to the challenge of simplifying on-site monitoring from home, and making the morning meetings more fruitful, TechM developed a dashboard solution that replaced the Excel based morning meeting report. The dashboard provided consolidated data and action trackers that helped considerably reduced meeting time.

Client Background and Challenge

A leading downstream oil company in the UK requested for a **sample work/trial** to be developed by TechM for refinery morning meeting report, which was to include installation of dashboard remotely, integration for data, and visualization of dashboards. The client wanted to analyse and troubleshoot operational and performance issues that are essential for operational excellence.

The challenges faced were:

No provision to view open maintenance work orders for operations and technical services with morning meeting report

Manual data entry to generate console alarm analytics

Our Approach and Solution

TechM's offering proved to be a one-stop solution for all the requirements. It helped in digitization of existing unstable Excel report by developing a dashboard solution.

Key Solution Highlights:

TechM's offering helped enhance the productivity of **operations by providing operations historian, data analytics, visualizations, mobility, asset performance, collaboration, and sharing.** It serves as single point source for all real-time manufacturing information, such as process information, historical trends, real-time performance metrics, KPIs, notifications, reports, assets visibility. Further, it provides the necessary tools, to analyze and troubleshoot the operational and performance issues that are essential for Operational Excellence

- Digitization of existing unstable Excel report
- Integration with OSIPI, alarms and emergency and SAP to prove inSis platform capability in the Essar application landscape
- Facilitate production, quality, safety, emission and maintenance information using single platform
- Role based security and access control to enable multiple people can work simultaneously
- Self-service for end users
- Provide data analytics for analysis and troubleshooting of operations
- Real-time visibility with role-based dashboards with drill-down and detail views
- Developed refinery KPIs for monitoring in real-time
- Provide web-based reporting platform for automation of Excel based process reports
- Event driven notifications (SMS/email) for deviations with escalations
- Mobile apps with self-service data access for refinery performance monitoring

Business and Community Impact

TechM's dashboard platform solution helped the refinery simplify their morning meetings by incorporating the following features:

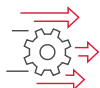- Remote work enablement and accessibility through mobile devices
- Automated tracking of events and corresponding actions
- Consolidation of data from different applications (OSIsoft PI, Alarms and Events, SAP etc.) to improve collaboration amongst departmen
- Increased automation to eliminate manual interaction, thereby reduced human errors
- Increased speed by enabling seamless integration of TechM's platform with real time (process data, alarms, and more) and SAP data, resulting in faster decision making
- Role-based dashboard access, with security authorization enabling multiple roles working simultaneously for timely consolidation of data

To know more, reach us at **vbuoilandgas@techmahindra.com**

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