



DRIVING INNOVATION, ACHIEVING EXCELLENCE

A collection of Oil & Gas success stories

PRELUDE

In today's rapidly changing business environment, leaders are being asked to solve complex problems at a record pace. Demand, competition, and insistence on higher productivity is increasing, creating pressure to think differently and driving the need for innovation.

This requires a strong understanding of the business, the challenges being faced, and creative solutions through process and technology. HCL is uniquely positioned to help our clients meet this need to think differently and innovate. We have a deep understanding of our clients' oil and gas industry processes, the challenges they face, and comprehensive technology solutions that drive transformation and measurable business value. Through these capabilities, HCL is able to create a significant impact toward the bottom line for our clients.





IMPLEMENTING A HARMONIZED ENTERPRISE ASSET MANAGEMENT SOLUTION

ABOUT THE CUSTOMER

The customer is a largescale, geographically-diversified, and highly-integrated refining, marketing and midstream company.

INDUSTRY CHALLENGES

- Downstream companies have primarily grown through M&A
- There is no integrated view of assets and inventory management across multiple entities. Customers are challenged with data inconsistency across platforms and business process diversity, including manual processes.

CUSTOMER CHALLENGES

Develop a common platform that provides an integrated view of assets and inventory across client's six business unitsto address the challenges of:

- Process diversity and compliance
- Complex interface and manual processes
- Data inconsistency/quality
- Diverse reporting frameworks
- Turnaround integration



HCL SOLUTION

- Built a common Plant Maintenance system with LAM (Linear Asset Management), integrating with all back office functionality, leveraging Core ECC6 ehp5 and Syclo as mobile component in combination with Sybase Unwired Platform [SUP].

BUSINESS BENEFITS

The client now has a unified system across all Six business units covering key processes like:

- Plant Maintenance
- Asset management, inventory management, and Warehouse Management
- Planning and Scheduling and Project Systems
- HR, & Finance, and Controlling

LEVERAGING iMRO TO MANAGE END-TO-END MRO PROCESSES

ABOUT THE CUSTOMER


The customer is an industrial aviation service provider and helicopter service provider to the offshore energy industry with global operations.

CUSTOMER CHALLENGES

- Lack of an enterprise system that encompasses MRO, SCM, R2R, and C2C business functions, results in limited business agility and scalability
- Reduced performance and human-errors caused by old unsupported legacy systems
- Labor intensive MRO compliance management

HCL SOLUTION

- Delineate as many varying integrated business scenarios as possible to ensure overall solution covers every aspect of customer's MRO operations with their global variants
- Limit SAP customization by leveraging standard iMRO workbenches and functional enhancements



BUSINESS BENEFITS

- Improved regulatory compliance enabled by better planning and prioritization of scheduled maintenance via iMRO maintenance planning and maintenance execution workbenches
- Seamless integration of airframe maintenance, component maintenance, and engineering & planning processes via iMRO induction and inspection workbenches
- Real-time visibility of material availability across current stock, repair stock with vendor, and even future routine ratable maintenance events enabled by iMRO sourcing workbench

BUSINESS BENEFITS

- Accurate tracking of aircraft and component maintenance cost and repair history. Greater visibility of aircraft/component reliability data via event-based reliability reports
- Enhanced process integration at advanced component planning for line, heavy, and component maintenance via iMRO planning work bench with planning task list, planned order, and material expediting work benches
- Single SAP ECC 6 instance with iMRO product suite v6.0 covering the entire MRO operations with 8 regional rollouts proposed across Europe, North America, Africa, and Asia-Pacific

ESTABLISH A STRATEGIC CO-MANAGED SERVICES MODEL TO SUPPORT CLIENT'S GLOBAL SERVICES AT A LOWER COST

ABOUT THE CUSTOMER

The customer is a global engineering, construction, and services company supporting the energy, petrochemicals, government services, and civil infrastructure sectors.

INDUSTRY CHALLENGES

- EPC organizations which are engaged in global projects and don't have a streamlined process to support local operations
- Challenge is extended to supporting IT operations where clients are unable to define a cost effective model due to diversified/discrete nature of project

CUSTOMER CHALLENGES

- Customer did not have proper IT and business process framework to support the growing business in APAC region
- Most of the IT support for projects executed globally were managed from Houston that resulted in significantly high operations cost



HCL SOLUTION

- Establish an IT and F&A operations center in client's engineering center to support local operations
- Created a co-managed services execution model where HCL team at client off-shore offices served as a logical extension to client's Houston operations
- Significantly reduced cost by consolidating work at clients offshore offices

BUSINESS BENEFITS

- Reduced IT and F&A operations cost by ~ 40% through consolidation of work in cost effective geographical region
- Established 24*7 support for critical IT operations to provide real time support for global projects
- Provided great agility to global projects by rapidly ramping up and down of IT staff depending on project phase

OPERATIONALIZED AN INTEGRATED 24*7 IT-OT SECURITY OPERATIONS CENTER THROUGH HCL'S CYBERSECURITY FUSION CENTERS (CFSC)

ABOUT THE CUSTOMER

The customer is an international oil and gas exploration and production company headquartered in Houston with operations in the United States, Middle East, and Latin America

INDUSTRY CHALLENGES

CISOs are charged with securing both enterprise and operational technology benefit from a partner with relevant domain experience executing cybersecurity programs that address enterprise IT and hard-to-reach, last mile end points while maintaining HES considerations

CUSTOMER CHALLENGES

- Oil & Gas Experience - Alignment between business drivers and cyber threat profiles breeds effective network defense and asset protection
- Advanced Threat Intelligence - Informed event analysis speeds threat identification and alert escalation



HCL SOLUTION

- Integrated security devices with existing SEIM solution for centralized security event monitoring, identification, triaging, and reporting
- Analysis of threats based on historical events
- Advisory service for external/unknown threats and vulnerabilities

BUSINESS BENEFITS

- Improved security postures
- 24*7 eyeball monitoring & real-time correlation of alerts
- End-to-end cybersecurity incident monitoring and response

GLOBAL INFRASTRUCTURE MANAGEMENT (24*7 L1, L1.5, AND L2 SUPPORT)

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INDUSTRY CHALLENGES

- In general, Oil & Gas majors are a big data company with advanced technologies to manage complex operations, which require higher skilled resources (people & technology) to accelerate its work in data analytics and the Internet of Things (IoT)
- The core IT efforts should be driven to serve business to digitize its oil fields and accelerate deployment of new technologies that can increase revenues, reduce costs, and improve the safety and reliability of operations

CUSTOMER CHALLENGES

- Focus on core IT teams to leverage the scale and capabilities of customer to harness the value of their data
- Core IT teams to focus on enabling new solutions in such data-intensive areas as exploration, midstream logistics, retail operations, and the management of thousands of oil wells around the world
- Drive technical collaboration, joint innovation and employee cross-training



HCL SOLUTION

- Global Service Delivery Model: US, India with HCL teams acting as an extension of customer's core L3 resolver groups
- Scope, includes service desk support, integrated command center, global access management, ITSM (Service Now), and patching services

BUSINESS BENEFITS

- Reduced IT operations cost by ~ 40% through consolidation of work in cost effective geographical region [Chennai]
- Established 24*7 support for critical IT operations to provide real-time support for global projects

MICROSOFT TECHNOLOGIES CAPABILITY CENTER (OFFICE 365, ACTIVE DIRECTORY, EXCHANGE, AND SHAREPOINT)

ABOUT THE CUSTOMER

The customer is an international oil and gas exploration and production company headquartered in Houston with operations in the United States, Middle East, and Latin America.

INDUSTRY CHALLENGES

- Core to success is the modernization and digitization of the business
- Introduction of a modern workplace that's more integrated, agile, and mobile
- Platform approach to managing key as a service technologies

CUSTOMER CHALLENGES

- Unify communications and collaboration systems under a single operations support services to increase overall efficiency and simplify a complex IT environment while ensuring timely service upgrades
- Develop a unified cloud-based communication platform to reduce the cost of core IT systems, free IT staff to work on core business-enhancing tasks, and equip its global workforce with modern productivity tools



HCL SOLUTION

- Hybrid environment supporting the migration and consolidation activities which includes O365 alongside Exchange Server 2010 and Lync Server 2013
- Providing dedicated certified resources to provide support for the offshore locations

BUSINESS BENEFITS

- ~30% Operating Cost savings – low capex and pay-as-you-use operating model for support services
- Galvanizing internal collaboration and social networking
- Automated bug fixes, security updates, and new feature launches while also ensuring reliability and guaranteed uptime

APPLICATION PACKAGING FACTORY AS A SERVICE/PAY-PER-USE MODEL

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INDUSTRY CHALLENGES

- Core to success is the modernization and digitization of the business
- Platform approach to managing key as a service technologies

CUSTOMER CHALLENGES

- Large, complex application portfolios with multiple device types with an increasing number of formats and support multiple deployment methods
- 'Limited resources, incomplete manual processes, and scalability challenges' hamper IT in its efforts to cut through the complexity and address enterprise demands for rapid application delivery



HCL SOLUTION

- Comprehensive approach to application readiness that enables them to comply with stringent service level agreements (SLAs) with low opex pay per package
- Created an application packaging factory that streamlines, simplifies, and automates application readiness tasks

BUSINESS BENEFITS

- 75% reduced cycle times for package delivery (days to hours)
- More than six months backlog clearance and current on all application packaging deployments
- Pay-as-you-use per number package model



END-USER SUPPORT ASSET (EUSA) SERVICES GLOBAL CONSOLIDATION ACROSS 170+ COUNTRIES MULTILINGUAL

ABOUT THE CUSTOMER

The customer is an integrated energy company with operations in countries located around the world. They produce and transport crude oil and natural gas. They also refine market and distribute fuel and are involved in chemical and mining operations, power generation, and energy services.

INDUSTRY CHALLENGES

- Smart, agile, scalable, and collaborative end-user environment
- End-user assets aimed at enhancing user satisfaction, freedom, and productivity while optimizing the ROI in workplace technologies
- Increased automation and collaboration

CUSTOMER CHALLENGES

- Lack of an integrated & efficient IT service delivery and challenge in achieving the highest level of customer satisfaction in End User Support Assets (EUSA) services
- Fragmentated organization, i.e, multiple support groups for customer's operating companies around the globe
- Replicating most support groups covering multiple asset management areas, and duplicate the functionality that the Level 1 Service Desk provides
- Complex non-standard locally optimized processes
- Sub-optimal vendor engagement No clear vendor engagement model selection and commercial model is driven by local solutions



HCL SOLUTION

- Globalization of EUSA team, and a “One Team” approach within our Level 1, Level 1.5, and Level 2, SME, and agile deployment teams supporting from USA, India, Brazil, and China
- Managed end-user support services with pay-per-ticket structure with right-sized infrastructure and support; includes improved monitoring, self-help, self-heal, and automation
- Cross-trained, primary support of critical, technically advanced functions across the desk to include Mobility, Tech2Tech Support, VIP Support, EUS Engineering, Sev1 Escalation Support, Network Assets (Voice), WebEx Support, and Room Booking Support

BUSINESS BENEFITS

- 50% opex reduction with YoY continuous improvement initiatives, including automation, process standardization and, elimination of duplicate functions
- #Pay-per-ticket
- Unique business continuity and disaster recovery solution for better HES posture (mitigation of local/national level disasters and operational risks)

UNIFIED PLATFORM TO PROVIDE RELIABLE ASSETS TO OPERATIONS

ABOUT THE CUSTOMER

The customer is the world's leading provider of technology for reservoir characterization, drilling, production, and processing to the oil and gas industry.

CUSTOMER CHALLENGES

- Oil field companies are asset-intensive industries and lack a single platform to provide the most reliable asset management for operations at the lowest cost, on time, every time
- Grown through acquisitions and disparate systems without a unified platform to provide visibility and a single view of equipment's
- Consistency in development of apps UX/UI



HCL SOLUTION

- HCL's built a web application that enables to view demands, search for equipment & source it, and plan equipment & work orders for best asset utilization
- Schedule resources to work demands based on work center capacity
- Unified detailed view information on the equipment and such as status, location , structure ,configuration, history, etc.

BUSINESS BENEFITS

- Single and consistent way to view of all asset information from various disparate system
- A single application that integrates with various enterprise and bespoke systems
- Changes are done in one place versus multiple applications/systems
- Scalable application that can be deployed on-premise or on cloud and connect to multiple backend systems

LEVERAGING IMRO TO MANAGE END-TO-END MRO PROCESSES

ABOUT THE CUSTOMER

The customer is the world's leading provider of technology for reservoir characterization, drilling, production, and processing to the oil and gas industry.

CUSTOMER CHALLENGES

- Lack of an enterprise system that encompasses MRO business functions result in limited business agility and scalability
- Reduced performance and human errors caused by old unsupported legacy systems
- Labor intensive MRO compliance management

HCL SOLUTION

- HCL's iMRO solution provides a smart and highly differentiated maintenance management software that
 - Delineates as many varying integrated business scenarios as possible to ensure overall solution covers every aspect of MRO operations
 - Limit SAP customization by leveraging standard iMRO workbenches and functional enhancements



BUSINESS BENEFITS

HCL's iMRO solution implementation provided the following benefits to SLB in the below areas:

- **Maintenance Engineering:** Modification and service bulletin induction workbench to manage modifications, embodiment rules, and effectivity of manufacturer engineering orders and regulatory body directives
- **Asset Induction and Inspection:** Workbench to manage receipt, induction/paperwork, inspection, strip, work-scoping, and integration to SAP for repair execution, outside service processing and as-maintained v/s as-allowed technical structure management
- **Maintenance Work Execution:** The solution uses a front end tool to carry out maintenance work in the shop, including access to maintenance manuals and documentation, as well as user-friendly capture of labor, inspection results, and work order changes

BUSINESS BENEFITS

- **Maintenance Demand Planning:** The maintenance software contains graphical tools to manage maintenance demand over short and long-term horizon, taking into account available resources and capacity levelling
- **Expediting, Sourcing, and Exchange:** Reporting of material expediting and shortage based on predictive analysis along with tracking of work in process. Front-end to perform assembly and component swaps and exchanges between assets and repairs including billing and revenue integration
- **Single SAP ECC 6 instance with iMRO product suite V6.0** covering the entire MRO operations

To know more, Contact Us :- psm-marketing@hcl.com



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