

Design Thinking

Remote Design Thinking with Americas oil and gas major

Challenge

- As part of the major's broader digitalisation strategy, the company wanted to explore use cases and model the impact that implementing digital solutions could have on its operational business, enhancing the management of its oil and gas platforms.

Solution

- Conducted in Portuguese, James Fisher Asset Information Services (AIS) ran a series of Design Thinking (DT) workshops with the company which aimed to solve its unique and complex problems by aligning teams around the real needs of its users.
- During the sessions, the major identified the key stakeholders and activities, the pain points it faces, and the impact of removing these challenges. User problems included:
 - Multiple asset trips for all planning activity
 - No flow of data or integration between systems
 - Not able to prioritise work execution effectively based on factors such as location and risk
- AIS explored how its digital twin solution, R2S, can add value to its operations and mitigate these challenges.
- As a result of the COVID-19 pandemic, AIS adapted the delivery of the workshops so they could be conducted remotely in an engaging and collaborative environment.

Saving time

Reduce development cycle time, prioritise need, and expediate implementation.

Saving money

Reduce project spend, cost overruns, and generate revenue earlier.

Enhancing collaboration

Harness collective expertise, co-create, and streamline effort.

Mitigating risk

Validate opportunities and make informed decisions faster.

Results

- The DT workshops allowed the major to gain clarity on current issues with its key operational processes.
- The major was able to understand and calculate the value of different digital solutions in order to solve the challenges identified during the workshop.
- Following the success of the remote DT sessions, the company undertook further workshops to solve deep-rooted challenges.