

Design Thinking.

Maximising the value of a digital twin

Challenge

- An international oil and gas independent adopted R2S but did not define an implementation strategy. To get the most value from its R2S digital twin, decision makers wanted to best explore their current internal processes.
- They asked James Fisher Asset Information Services (AIS) to facilitate Design Thinking workshops that would explore selected workflows to understand key stakeholders' pain points.

Solution

- Design Thinking is a user-centered methodology aiming to work through any business issues.
- AIS delivered two one-day workshops focusing on separate areas where R2S was considered to be valuable within current processes.
- This approach mapped out all pain points lying within the customers' workflows.
- By identifying the pain points, AIS was able to create a bespoke R2S implementation plan.
- Additionally, in-house experts provided their broad domain and technology expertise to recommend alternatives for challenges external to the digital twin solution.

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

AIS' Design Thinking approach enabled the oil and gas operator to:

- Ensure the greatest value from R2S by developing a tailored understanding of how the digital twin solution can support its digitalisation efforts.
- Address specific issues by clarifying elements of two key operational workflows.
- Enhance collaboration through the cooperation of eight disparate functions within the workshop setting.