Field Service Accelerator for Oil & Gas

Efficient Management of Rig Field Personnel

Optimal utilization of resources is important, especially for a resource-challenged industry such as Oil and Gas with major operational challenges. Adherence to safety standards regarding maintenance, inspections, compliance, etc., is critical in this highly regulated industry. To streamline operations, reduce costs and improve profitability, they must handle complex, diverse, and changing field service management needs.
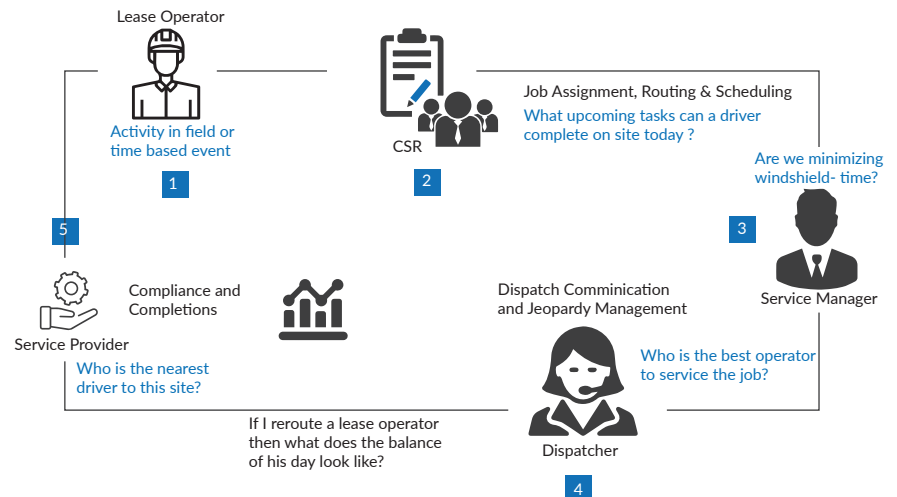
Regardless of whether you have in-house employees or third-party contractors, efficiently scheduling the workforce to maintain rig equipment, valves, pipelines is critical.

Our solution can help you

- maintain safety & compliance with zero accidents
- Check equipment for quality control on predeter-mined schedules
- route the nearest driver with the right tool inventory and skills
- reduce drive time and fuel costs
- maintain rig equipment, valves, pipelines
- provide real-time integration with dispatch and scheduling with existing telematics solutions
- prompt operator in the proper use of PPE (Personal Protective Equipment)

Mastech InfoTrellis Field Service Accelerator for Oil & Gas

Our solution for Oil and Gas enterprises leverages Oracle's Field Service Cloud to continuously monitor real-time field service requests coming in from various centers, to schedule the right field service representative to dispatch, and to use sophisticated business analytics to monitor and view current resource availability, accurately predict service windows, and optimize field service operations

Lease Operator
Activity in field or time based event — 1
CSR — 2
Job Assignment, Routing & Scheduling
What upcoming tasks can a driver complete on site today?
Are we minimizing windshield- time? — 3
Service Manager
Dispatch Comminication and Jeopardy Management
Who is the best operator to service the job?
Dispatcher — 4
If I reroute a lease operator then what does the balance of his day look like?
Service Provider
Compliance and Completions — 5
Who is the nearest driver to this site?

Time-based

Every activity is measured in real-time for each unique individual field service technician.

- Receive real service tasks using maintenance records and site profiles for safety and maintenance activities
- Capturing time allows activities(work types), individuals, weather, travel times to build a self-learning model paired with a telematics solution.
- KPI tracking for performance management for each resource by skillset, job complexity, and benchmarking with similar resources

Self-learning

As each job is completed, the system learns what kind of skills, equipment, site, travel time, etc., it took to complete the job and over a period of time, profiles (work fingerprint) and benchmarks against others who performed similar tasks to:

- Identify training needs to improve HSE performance and KPI measurement
- Optimize future assignments for stronger skills and abilities match to improve job completion times
- For a low complexity job assigning a resource with low to moderate skills

Predictive

The solution predicts when a technician will start and complete each job with 98% accuracy based on the identified patterns.

- Predicts patterns based on the type of job to assign the lowest cost resource to the lowest complexity and nearest distance
- Flag "at jeopardy" events before they occur, allowing for exception management

Our solution is devised based on our extensive experience helping Oil and Gas companies create systems to manage crews, projects, and tasks in different parts of the world. We help our clients have more efficient field service operations, lower costs and deliver a superior experience.

Get in touch for an end-to-end solution to empower your field service team.

ARCHITECTING
enterprise
INTELLIGENCE

Mastech InfoTrellis is the wholly-owned subsidiary of Mastech Digital (NYSE: MHH), a leading provider of Digital Transformation IT services. We offer professional services across data management, data engineering, data science, customer experience, cloud, and intelligence. Mastech InfoTrellis has a global presence with offices spread across North America, India, the United Kingdom and Ireland, and Singapore.

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