



TRANSFORMING THE OPERATOR EXPERIENCE TO DRIVE SAFETY AND EFFICIENCY

An oil and gas company focuses digital efforts to design an agile solution that works

Challenge:

- A company wanted to improve worker safety and efficiency but multiple initiatives and proofs-of-concept (PoC) were scattered throughout the organization and not connected. In some cases, the same use case was duplicated in different areas.
- It needed a central governance process for digital initiatives to move from PoC to scalable solutions that would provide full visibility into the digital portfolio.
- It required a systematic vision of the operating model it wanted to implement.

Industry: Energy and utilities

Location: Global

Technology and services:
Application development



Solution:

- Capgemini helped the company define the organization and governing principles for its transformation program. This included securing the right level of executive sponsorship to drive the program forward.
- The design team gathered the business requirements, developed processes, and designed UX/UI screens that would engage employees and encourage new worker behavior.
- Capgemini mobilized an app factory to develop with an agile methodology in three-week sprints, and set-up an organization and processes for app support and evolution.
- The partners worked to support local teams training their operators to ensure adoption of the new tools.

Result:

- Capgemini and the company team released 25 mobile applications in more than 200 industrial sites worldwide.
- This transformed the way operators and field technicians work to make them safer and more efficient.
- Reduced the number of production losses
- Save 10 percent of time for field operators and technicians
- 15 percent decrease in Mean Time to Recovery (MTTR)

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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 340,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion (about \$21 billion USD at 2021 average rate).

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