

Case Study: Digital transformation of maintenance processes for a major Indian Oil & Gas company

The customer, a leading oil and gas organization based in Eastern India, operates multiple plants and uses SAP PM to manage its vast network of assets.

Business Scenario

As their capacity scales from 3 MMT to 9 MMT, they aimed to go paperless in inspection and servicing processes. Their goal was to increase technician efficiency, eliminate data entry errors, and enable proactive and timely response mechanisms.

Challenges

- **Low wrench time** and workforce inefficiency
- Unavailability of relevant information to technicians on-site
- **Difficulty executing planned inspections** and calibrations due to lack of governance
- High error rate in paper-based data entry
- Incomplete and **untrustworthy maintenance records in SAP**
- **Growing maintenance backlog** with no instant tracking or alerts
- **Limited access to permit data**, leading to safety incidents
- **Lack of equipment specs, history**, and measurement trends reduced work quality
- Downtime and **delays in closing notification**

Solution

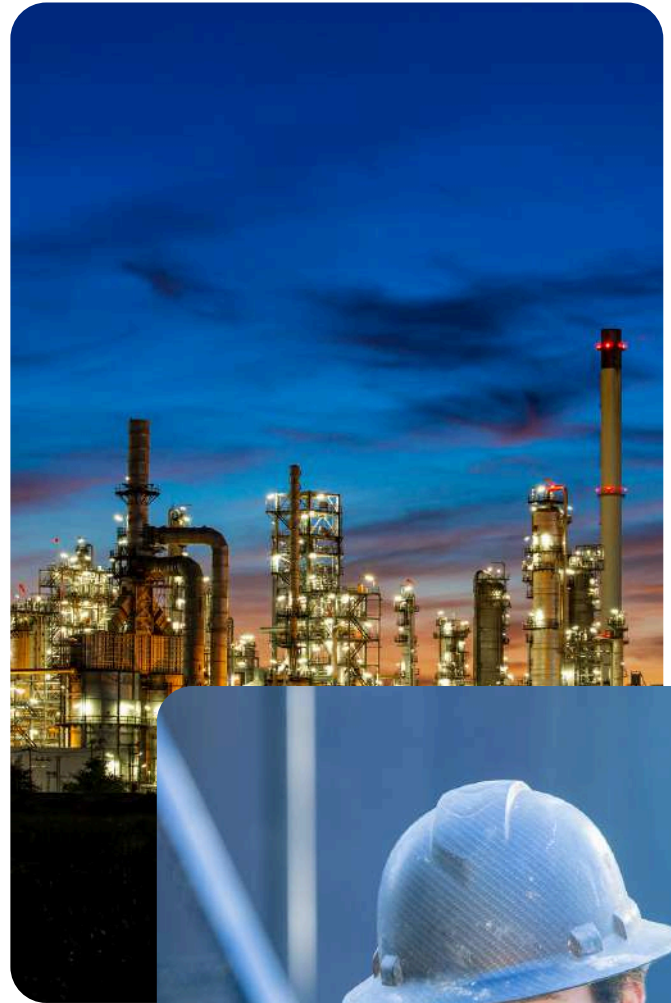
The customer implemented **Procify Mobile Asset Maintenance** as part of a comprehensive digital transformation effort. Built on the Procify low-code platform, the solution enabled high scalability, flexibility, and secure access across devices with offline/online capabilities. They opted for a SaaS-based cloud deployment with a BYOD policy, making the app available on both Android and iOS platforms.

Solution Components

- **Equipment Master**
Controlled access to equipment data, historical records, measurement readings, and BOM details for technician support.
- **Work Order and Notification Management**
Technicians could create, view, edit, and complete work orders and notifications, with real-time failure and resolution tracking.
- **Permit Integration**
Contextual permit details were made accessible to improve safety compliance.
- **Spare Parts Management**
Technicians could issue spare parts and tools, and log consumption directly against work orders.
- **SAP Integration**
All data captured was synced with SAP, ensuring seamless and updated workflows and reporting.
- **Attachments**
Support for multiple attachment types, including SOPs and GPS-tagged, time-stamped asset photos.
- **Mobile Reports**
Technicians could monitor daily/monthly reports on assigned and completed tasks.

Benefits

- Boosted technician productivity with **over 50% increase in wrench time**
- Improved maintenance accuracy by **capturing resolution details at the point of service**
- Faster response to issues **reduced equipment downtime** significantly
- Enabled **real-time visibility into job status, asset condition,** and material usage
- Digitized inspections **eliminated the need for printed work orders** and manual logging
- Enhanced operational safety with **integrated access to permit data**
- Streamlined on-site workflows using **image capture, GPS, and barcode tools**
- **Strengthened spare parts and inventory control** with usage tracking linked to work orders



+91 829 6969 824

experts@procifynow.com

www.procifynow.com

AECS Layout - C Block, Brookefield,
Bengaluru, India - 560 037