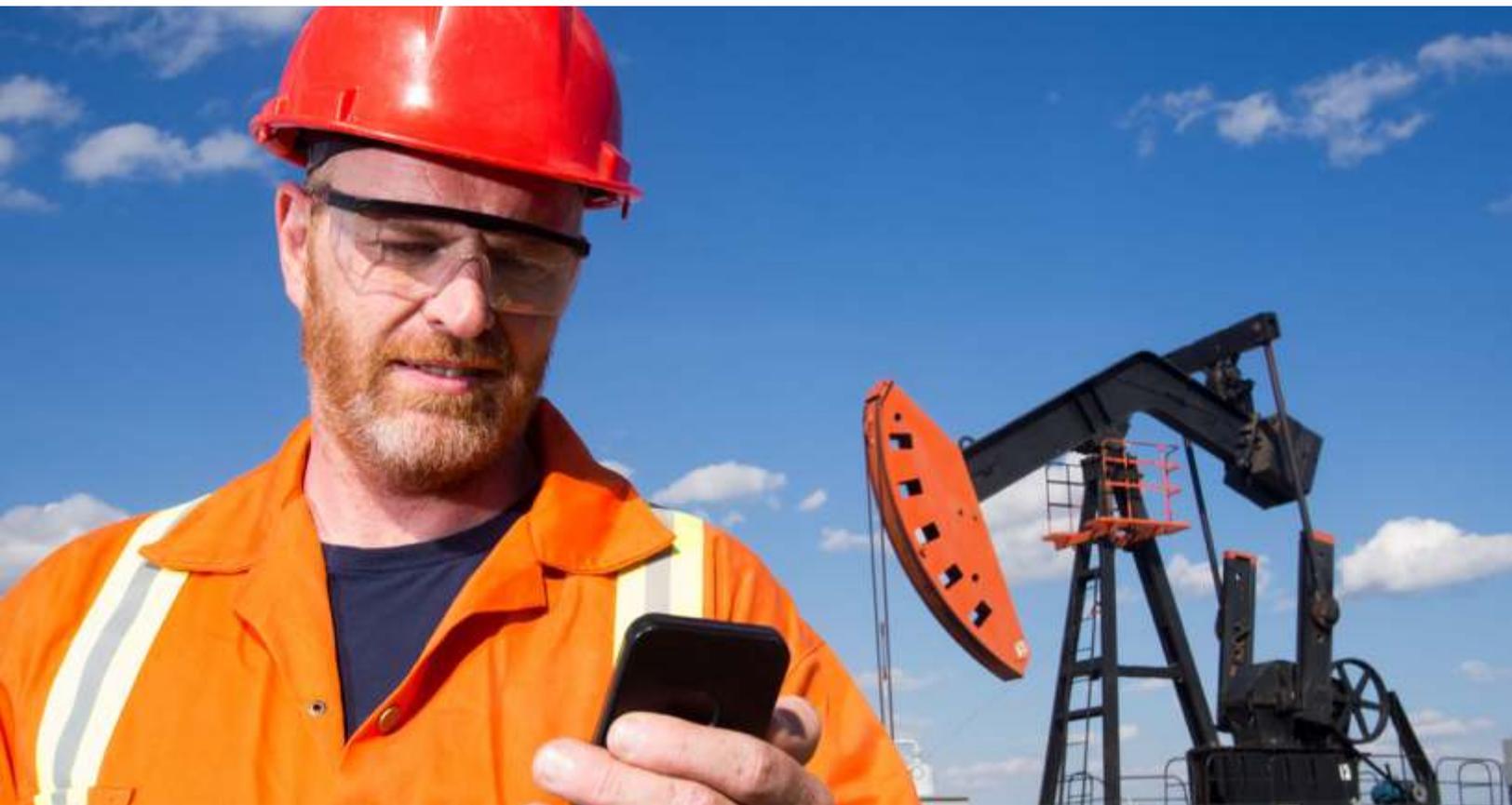


# MOBILE SOLUTIONS FOR PROACTIVE FIELD SERVICES MANAGEMENT

How field mobility drives operating efficiency and  
what to consider when choosing a solution



# Executive Summary

Unplanned shutdowns cost oil and gas companies an average of \$42 million a year. Malfunctioning equipment, multiple trips to the job site, unqualified technicians or those with expired certifications, and the wrong tools are among the most common sources of this costly error. Additionally, repeated trips to worksites erode profitability. If your field technicians are behind on work orders and your business seems to be playing “catch up,” you’re working in a reactive model.

## **How do you move your field service operations to a proactive model?**

Several studies in 2017 revealed a pattern of causes (and effects) of unplanned downtime, each of which can be offset with the technology available to oilfield services companies today. This guide covers the top three sources of downtime reported by OFS companies, the positive impact of field mobility on operations efficiency, and what to consider when choosing a mobile solution.

# Top Three Causes of Field Operations Downtime

## 1. Mechanical Failures

Equipment issues are the prime source of unplanned downtime. Regular equipment maintenance can minimize this, but often companies don't track equipment service dates or replacement. The result is a loss of working hours while technicians wait for equipment to be up and running, lost orders as jobs become backed up, and high labor costs due to employees completing service orders in overtime.

## 2. Human Error

Human error is the second source of downtime due to missed certifications and repairs, field ticket errors which affect job completion and can cause return trips the field, and even inventory mistakes which result in jobs sitting idle while technicians wait for parts. Digitization of processes, like field ticket submission, not only improves accuracy but reduces the time needed for data entry. Many service providers aren't maintaining digital records. Instead, many suppliers are still using hand-written notes and static spreadsheets, which require time and effort to bring up-to-date.

## 3. Compliance issues

Managing and tracking compliance safety certifications and customer requirements across multiple locations is a constant battle for HSE managers. If a crew is not in compliance, your customer might remove your company from the operator vendor list. Automated reminders can prevent these issues by allowing HSE managers to be proactive.

# Transform Your Operations from Reactive to Proactive

You understand the importance of reducing downtime. How does your company make the transition from reactive to proactive operations?

**The answer is connected data.**

The Internet of Things (IoT)—connected devices and applications—allows us to gather data and distill it in a meaningful way, providing executives and managers real-time insights into operations. You can use data to plan equipment maintenance, scheduling, and even safety and training, and prevent issues before they occur. Access to this data takes you from reactive to proactive field operations, maximizing your returns.

# Field Mobility

Connected data requires connected tools or technology. Executive teams need access to information in real-time, so mobility is crucial to data collection. The effective use of digital technologies in the oil and gas sector could reduce capital expenditures by up to 20% and cut upstream operating costs by 3-5%, according to a recent report by consultancy group McKinsey.

“Field mobility,” or the use of mobile devices to perform work tasks, is the norm for other service industries because they allow employees to work more efficiently and provide a better customer experience. Oilfield service technicians and maintenance specialists act as the face of your company to the customer in the field. Why not provide them with the same tools to make their jobs easier?



Figure 1: Mobile applications, like the Drillinginfo Oilfield Services Suite, allow field workers to operate more efficiently with capabilities like electronic field ticket submission and provide real-time data so executives can run a proactive, rather than reactive, service business.

# How to Select the Right Tool for Your Team

## Scalability

Choosing the proper mobile application is crucial. The solution should be scalable to meet the needs of your business today and in the future. The advantages of field mobility can potentially open doors to offer additional services, increase your clientele, or even build up your presence in a new region. Gather insight from different departments to ensure the tool meets your team's needs. Lastly, ask the tough questions of the sales rep. For example, will this system work for us if we change X, add Y service, or increase operations in Z region?

## Usability

An intuitive, user-friendly interface is essential. Your field technicians need a program that allows quick (and remote) access to work orders, job specifications, and even authorizations and order requests and notifications. The application should fit the specific various management needs of oilfield services companies. Examples include digital field ticket management, equipment maintenance tracking, safety and compliance management, timesheets, and consumables inventory to name a few.

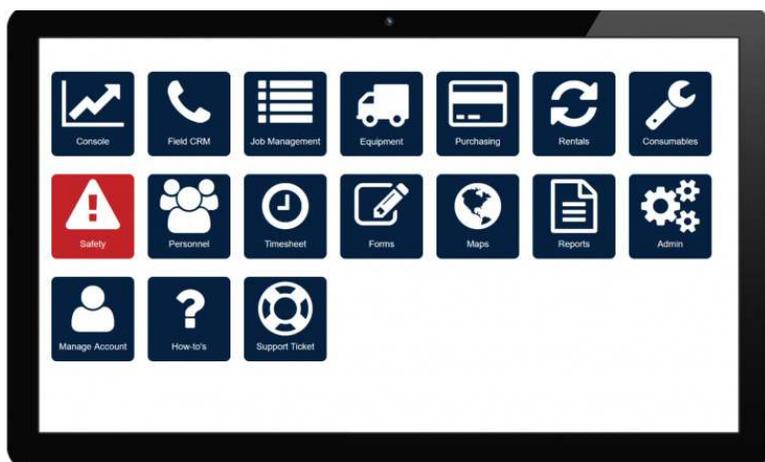


Figure 2: An mobile-friendly user interface drives user adoption.

### Speedy Implementation

The application should be easy to set up. There should be no complex integrations or extensive training time, and it should be easily accessible at the office or the job site. Make sure your current ERP system(s) allows for seamless integration; otherwise it will be difficult to gather and use all that valuable connected data.

# Summary

Downtime costs your company money. Mobile applications help oilfield employees work more efficiently and provide a better customer experience, and executives gain access to valuable insights to make proactive decisions. The right digital solution for your business will reduce operating downtime, improve productivity, and lower operating costs.

### About the Oilfield Services Suite

The Oilfield Services Suite helps OFS companies proactively manage field operations to reduce downtime and grow profitability. Whether in the field or at the office, the end-to-end solution provides visibility across your entire business so you can cut costs, improve resource use and productivity, and get paid faster.

Drillinginfo delivers business-critical insights to the energy, power, and commodities markets. Its state-of-the-art SaaS platform offers sophisticated technology, powerful analytics, and industry-leading data. Drillinginfo's solutions deliver value across upstream, midstream and downstream markets, empowering exploration and production (E&P), oilfield services, midstream, utilities, trading and risk, and capital markets companies to be more collaborative, efficient, and competitive. Drillinginfo delivers actionable intelligence over mobile, web, and desktop to analyze and reduce risk, conduct competitive benchmarking, and uncover market insights. Drillinginfo serves over 5,000 companies globally from its Austin, Texas, headquarters and has more than 1,000 employees. For more information visit [drillinginfo.com](https://drillinginfo.com).