A leading Middle East based provider of pumping and oilfield services was using legacy applications to manage their day-to-day general business operations and Oil Field Service operations, which included field intrinsic operations such as Well Cementing, Well Intervention, and optimizing resource scheduling.

**Challenges**

The following were some of the critical business challenges that were beyond the scope of the legacy applications.

**General Operations**

- Inability to capture the actual expenses and production order details for the projects
- Unreliable and inconsistent logistics process
- Inability to create workflows
- Inconsistencies and errors in cycle counting and calculating physical inventory
- Inadequate visibility of the overall performance
- Difficulties in inventory planning on a daily basis
- Inability to compare the budgeted, committed, planned, and actual cost of the entire project or for any stage of the project due to non availability of Analysis Reports
- Inaccurate estimation of manufacturing costs led to giving quotes that were mostly unprofitable and bound to incur loss

**Oil Field Services - Well Cementing**

- Lab Worksheet – helped to perform easy Iterative Design Calculations for Density and Material combinations
- Storage facility – permitted storing all the iterative designs for easy future retrieval
- Volume Calculation Solution – helped easy calculation of volume and converting the individual material volumes to BOM in SAP to take care of Material Requirements Planning and permitted easy viewing of the Material Requirements for the Job / Project

**Oil Field Services - Well Intervention**

- Simulation Worksheet – helped to perform the Design Calculations for Material combination compositions required for Performing Coil Tubing
- Volume Calculation Solution – helped easy calculation of volume and converting the individual material volumes to BOM in SAP to take care of Material Requirements Planning and permitted easy viewing of the Material Requirements for the Job / Project

**Oil Field Services - Multi Resource Scheduling**

- Difficulties in allocating expert resources based on their availability and complexity of Job / Project in compliance with labor laws
- Inability to track / monitor resources, their work schedules, and utilization levels
- Multiple assignments made for the same resources
- Lack of clear visibility about overload / underutilization of any particular type of resource expertise
- Inability to initiate timely recruitment of resources to supplement the overloaded resources

Implementing SAP ECC 6.0

The organization therefore decided to implement SAP ECC 6.0 to overcome business challenges and sought HTC's SAP expertise. HTC conducted a detailed requirements study and identified the critical gaps and issues. HTC implemented and integrated SAP ECC 6.0 enabling the client to manage their day-to-day general business operations and Oil Field Services. The SAP ECC 6.0 implementation and integration included the following modules - HCM, FICO, PM, MM, SD, BI, PS, PP, QM, CRM, MRP, Payroll, BASIS, ABAP, and Security.

Developing Customized Solutions for Managing Oil Field Services

On successful completion of SAP ECC 6.0 implementation and integration, HTC developed customized solutions for managing the Oil Field Services such as Well Cementing, Well Intervention, and Multi Resource Scheduling and integrated it with SAP ECC 6.0.
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Multi Resource Scheduling

- The resources management solution was in line with SAP MRS and could effectively manage high volumes of resource demands for customer service, plant maintenance, and various other project activities
- The customized MRS provided a real-time view of resources and project assignments with a user-friendly planning board that enhanced productivity by reducing operational downtime

Business Benefits

- Provided complete visibility of the overall performance
- Permitted easy tracking of inventory on a daily basis
- Availability of Analysis Reports allowed easy comparison of the budgeted, committed, planned, and actual cost of the entire project or for any stage of the project
- Accurate estimation of manufacturing costs enabled submitting profitable quotes
- Enabled quick search and retrieval of data for design with similar well conditions
- Material requirements planning was done efficiently, which reduced inventory considerably
- Quick and efficient estimation of manufacturing cost enabled giving accurate and profitable quotes, which eliminated losses
- Helped to avoid multiple job assignment for the same resources
- Permitted easy tracking / monitoring of resources, their work schedules, and utilization levels
- Provided clear visibility on job overload for a particular type of resource expertise
- Permitted easy monitoring of overloaded / underutilized resources
- Helped the operations team to initiate timely recruitment of resources to supplement the overloaded resources

About HTC:

- Over 28 years of IT and BPO experience in providing cost effective and innovative services across domains for a wide spectrum of global 2000 customers
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001 and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms and domains

HTC Global Services

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