

Top Indian conglomerate's oil refinery plant in Mumbai streamlines their facility management operations with eFACiLiTY®



Challenge

The client's oil refinery, with multiple locations, faced maintenance challenges due to manual processes. This led to operational delays, occasional production downtime, and resource inefficiencies. Manual resource allocation and spare parts management raised labour costs and sometimes resulted in unnecessary spare parts stockpiles. Furthermore, the lack of a comprehensive digital system for tracking maintenance history and work orders hindered data analysis and forecasting for future maintenance requirements.

The manual helpdesk operations often exacerbated these problems, leading to delayed responses to employee and contractor issues, ultimately impacting operational efficiency. Additionally, communication gaps and inconsistent reporting between plant locations and headquarters further exacerbated these challenges. These operational issues occasionally raised concerns about potentially overlooking safety compliance measures, underscoring the critical importance of employee safety and environmental regulations.

In response to these challenges, the client sought to implement a comprehensive facility management software solution to revamp its maintenance and helpdesk operations, aiming to enhance operational efficiency, reduce costs, and ensure the safety of personnel and facilities.

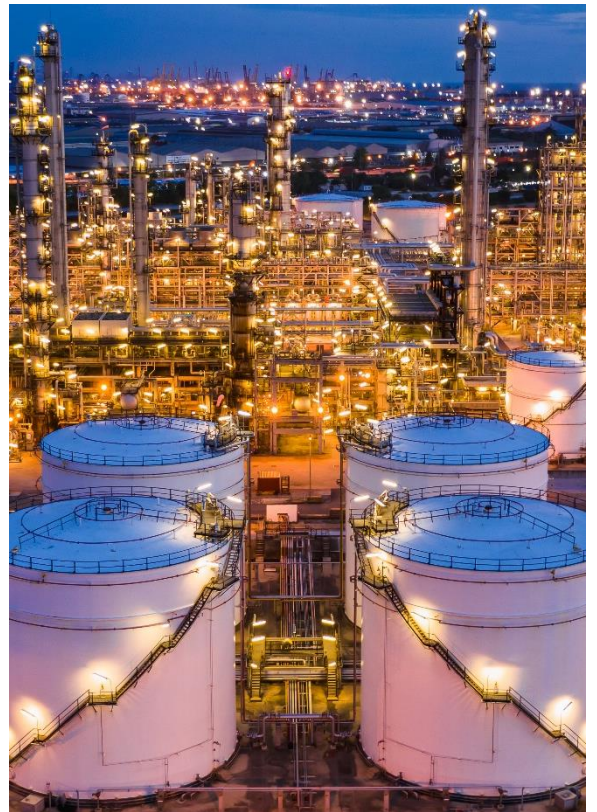
Background

The client is a leading conglomerate headquartered in Mumbai, with 200+ billion USD in revenues operating in around 60 countries with a 2,30,000+ team working across the globe. It boasts a diverse portfolio spanning various sectors, including energy, petrochemicals, textiles, natural resources, retail, and telecommunications.

Solution

After conducting a comprehensive market analysis and engaging in meticulous deliberations, the client made the strategic decision to implement eFACiLiTY®. This choice was driven by eFACiLiTY®'s scalability, integration capabilities, and user-friendly features. The implementation of eFACiLiTY® subsequently delivered transformative improvements in maintenance and helpdesk management.

eFACiLiTY® Enterprise Asset Management System played a pivotal role in reducing unplanned downtime and equipment failures which was attributed to eFACiLiTY®'s automation features, which transitioned the refinery from a manual maintenance approach. It enabled the more effective adoption of preventive maintenance practices, resulting not only in improved facility operations but also in a significant decrease in safety risks for both workers and the environment.



The Auto Closure of Work Orders feature was specifically designed to automate the daily work order closing process, ensuring the swift completion of daily tasks.

The adoption of digital work orders brought real-time updates, efficient collaboration, and streamlined task completion. This transformative shift overcame previous delays in addressing maintenance issues and guaranteed accurate tracking of worked hours. As a result, eFACiLiTY® elevated the refinery's maintenance practices, paving the way for a safer, more reliable, and cost-effective operation.

eFACiLiTY® Helpdesk & Knowledgebase System streamlined the helpdesk operations for the client, delivering numerous benefits. The client uses their in-house software to collect user information and requirements through a third-party IVRS system, in addition to recording details from complaints received via email. eFACiLiTY® seamlessly integrates with the IVRS system, allowing users to effortlessly log support requests by simply calling the IVRS system, which captures their details and requirements. The system then leverages eFACiLiTY®'s Helpdesk APIs to efficiently create and manage these requests within the centralized ticketing system.

To ensure a smooth process, users receive confirmation and access call details. The internal team handles calls, updates their status, resolves issues, and keeps users informed. This data supports reporting and ongoing improvements, enhancing call management efficiency within eFACiLiTY®.

This streamlined process tracks and routes issues, enhancing the overall efficiency of the helpdesk operation. eFACiLiTY®'s reporting and analytics enable ongoing optimization, identifying recurring issues for proactive measures, and improving service quality and response times.

The **eFACiLiTY® Smart Facility App** makes it simple for users to submit helpdesk requests while enabling technicians to efficiently handle work orders, report requirements, verify asset information while on the go, access asset histories, and swiftly address priority support calls.

Benefits

With eFACiLiTY® implemented across all their locations, they adeptly handle an impressive daily operation load, including 3600+ monthly helpdesk calls. These helpdesk calls cover a wide array of maintenance and operational issues, necessitating prompt and effective resolution.

Furthermore, the refinery efficiently handles a substantial workload of 4000+ work orders per month, encompassing diverse maintenance and operational tasks, showcasing the scale and complexity of its daily activities.

Here are the key benefits of eFACiLiTY® implementation:

- Improved asset reliability through proactive maintenance strategies
- Efficient helpdesk support with streamlined issue resolution
- Increased maintenance productivity due to digitized work order processes
- Notable cost savings resulting from optimized helpdesk support and maintenance practices

