



# 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

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