1-3% savings in operational expense

CLEAR insight into the data that your team needs

AI ADVANTAGES that you can trust for relevant, responsible, reliable business value

PEAK PERFORMER

Client Profile

This client is one of the largest and most diversified midstream energy companies in North America. With approximately 90,000 miles of pipelines and associated energy infrastructure across 38 states and Canada, the client transports the oil and gas products that energize millions of lives. Success has led this client to embrace digital transformation in recent years as for distinctive business advantage.

Business Challenge

The client employs more than 7000 maintenance operators to manage greater than 130,000 miles of pipeline. Many of these assets are Federal Energy Regulatory Commission (FERC) regulated which controls the qualifications each employee must have to perform certain work activities. It is important that both employees and management be aware of Operator Qualifications (OQ's) effectivity dates in relation to the execution of work orders

Sierra Solution

This client has standardized the use of Microsoft Teams in a chatbot branded as "Swish". This allows employees to access a wide variety of information via PC, tablets or mobile phones. This use case implemented a Gen-AI chatbot on SAP BTP with allows for a pass through of queries from MS Teams.

Employees are able to query assigned work orders, OQ's that are expiring in the near future and work orders where an OQ will be expired before completion. This functionality allows management and employees to easily assess compliance and take action to complete training or reassign work orders.

Results

As an early adopter of AI technology,this client has gained a competitive edge with an AI solution on BTP that enhances operational efficiency and compliance. The client is eliminating manual processes and economizing time spent on work orders with clearer insight into requirements for compliance, work order status, operator qualification status, and more.

SIERRADIGITAL