



# Field Service for Oil & Gas

Driving efficiency in oil and gas field service to get faster, smarter, and more productive.



Field operations present some of today's most challenging issues in oil and gas operations. Supervisors face constant pressure to be more efficient, do more with less, and wring more productivity out of each workhour. To successfully convert these obstacles into opportunities, businesses require a new, different, and digitally connected approach to the entire field service operating model.

## Our approach

KPMG LLP (KPMG) begins with a deep understanding of the oil and gas value chain, built on our history of developing and implementing connected models for field service management. Leveraging Microsoft technology, we can help you transform your field services into a digitally connected, transparent, and more productive operation.

Our oil and gas advisory resources and knowledge enable us to customize field service solutions so that they help maximize value for each client. Ultimately, they connect supervisors, technicians, and the back office through continually enhanced and optimized applications. In this way, we help you streamline activities while improving transparency, performance, and field worker productivity.

## Breakthrough field service

KPMG takes a business-led transformation approach that addresses each pain point that stands in the way of progress. Our deep knowledge of the oil and gas industry allows us to design a technology approach for each stakeholder and build scalable capabilities ready for future growth.

## Transforming field services

Our approach to field service transformation enables you to move from a costly break-fix model to a proactive and predictive service model. By combining workflow automation, scheduling algorithms, and mobility, our framework sets up mobile workers for success whenever they're on-site. A connected field service experience facilitates technicians' responses to high-value tasks efficiently.

# A digitally enabled field service unlocks several value levers:

## Prioritized work schedules

Apply consistent business logic to determine the highest-value work. Assign tasks to the best-positioned resources.



## Optimize field employee efficiency

Make more of your time through schedule optimization, inventory management, a dynamic workforce model, and remote diagnostic monitoring and repair.



## Dynamic operation and maintenance management

Use real-time data to flexibly respond to changes in field conditions. Monitor execution progress against the schedule.



## Increase productive operating time

Connect workers with real-time data to respond to critical unplanned events. Quickly return to normal operations or catch issues before they escalate.



## Consolidated and connected applications

Bring multiple functional teams and assets into the same platform, while connecting them to the data needed from other applications.



## Reduce technology complexity and spend

Lower costs and simplify operations through improved wide-ranging integration across platforms and processes.



**By utilizing the Microsoft Dynamics platform, we deploy a target operating model that delivers value by addressing common challenges in Oil and gas field services.**

**Industry current state**

**Scheduling and prioritization**

- Manual resource scheduling
- Inconsistent task prioritization
- Complex process to respond to critical break-in tasks
- Inflexible schedule changes

**Workforce management**

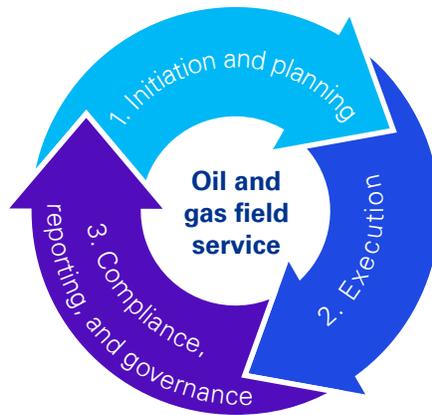
- Inadequate collaboration between groups
- Low visibility into resource availability
- Friction in handovers

**Technology, data, and insights**

- Unstructured and inconsistent data
- Limited visibility into operating performance
- Siloed applications
- Lack of knowledge management

**Compliance and reporting**

- Decentralized governance
- Inconsistent application of standards
- Labor intensive reporting



**Our offering delivers**

- Work prioritization and selection
- Dynamic work scheduling
- Route optimization
- Resource and capability management
- Curated knowledge
- Work permits and Management of Change

- Manage alerts
- Access to real-time data
- Event logging
- Integrated supply chain
- Field worker notes and shift handover
- Schematics and specs

- Monitor task progress and compliance
- Real-time reporting
- Self-verification
- Health, Safety, Security and Environment
- Safety event management
- Sharing task data with central repository

## Case study

An upstream operator needed a platform that enabled field technicians to manage their tasks, gather operational insights, and reduce asset downtime. Processes and applications were unique to each asset, making it difficult to set and measure operational standards for field workers.

We leveraged our industry acumen and Microsoft technology capabilities to create a field service target operating model. The KPMG team then built a foundational platform that managed recurring tasks at the field workers' locations. Designed to provide mobility and task management for technicians, this solution helped unlock value from field workers while it improved visibility. The platform included site hierarchies, integrated data, task priority, and route management.

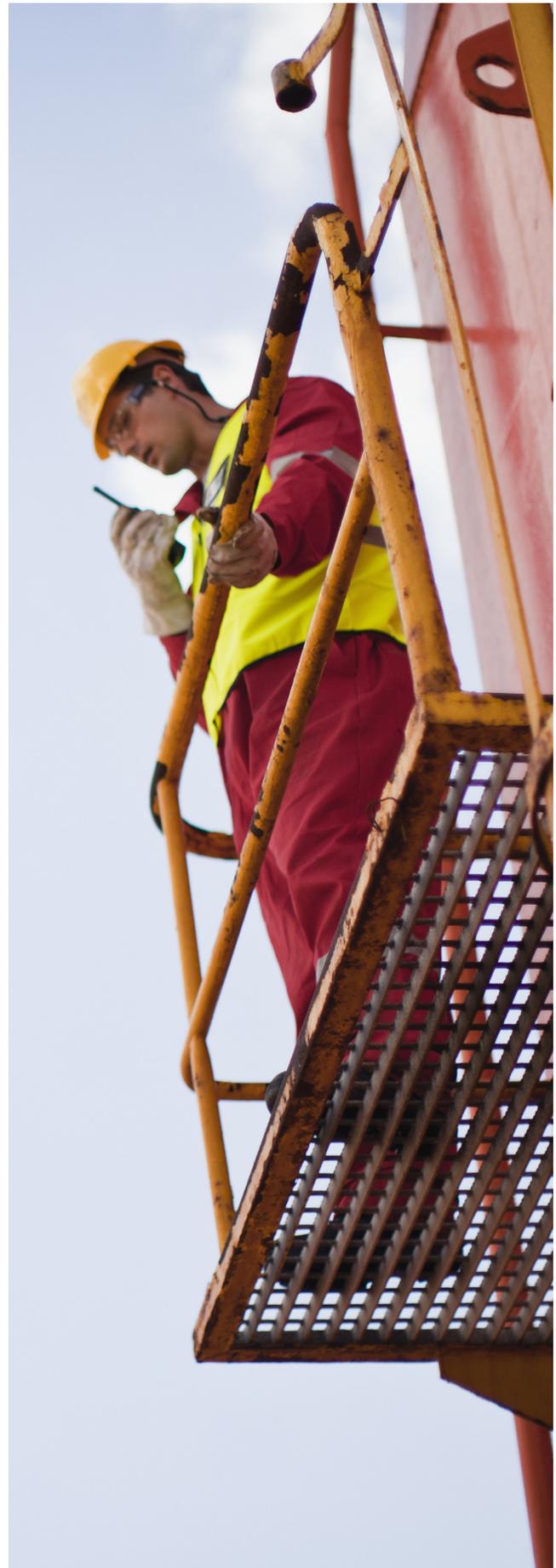
With the foundation in place, the team incorporated additional capabilities into the platform, such as maintenance and alarm response, while also increasing task transparency and process integration. Overall, this solution created business value by enabling technicians to execute high-value tasks efficiently and reduce production downtime.

## Embracing the digital future

Across the oil and gas industry, field operations supervisors are looking to connected, digital solutions to reduce costs and improve worker productivity. These demands and their attendant pressures are likely to be compounded by growing environmental, social, and governance compliance and reporting requirements. That's why a modern digital platform with the capability to scale and expand should be a minimum requirement for any field services operation and, certainly, for yours.

### Microsoft alliance

At KPMG, our strategic alliance with Microsoft is central to our goal of helping clients achieve sustainable competitive advantage. We can help you transform and standardize your field services operating model to boost profitability. The right technology accelerators will allow you to increase the amount of business you do each day, while automation keeps costs down as your business expands.



## Contact us

Contact us to learn more.



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