

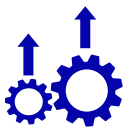
CONTROL SYSTEM SUPPORT

Obsolete Control System Support



PROBLEM

Our client came to us looking for support for an obsolete control system on a critical single train gas compressor. The poor reliability of their systems was causing an increase in down time for the asset and impacting significantly on production efficiency.



Improving the reliability of systems would aid in platform efficiency. And as a result would save time and money.

OBJECTIVE

To develop a support programme that would cover several offshore assets, around the needs of the client.

SOLUTION

The support programme we developed included:

- > 24/7 on call onshore support provided by our team of experienced engineers.
- > Online helpdesk support, providing issue tracking and a database of existing solutions.
- > Offshore mobilisations for technical support and fault finding as required.
- > Design and assembly of an onshore reference and 'hot spares' system.
- > Training courses for the clients technical staff, both on and offshore.
- > Spares holding improvement programme, including refurbishment, storage and management.
- > Software backups and storage.
- > Routine healthcare visits.

We also provided additional ad-hoc support covering:

- > Emergency offshore fault-finding mobilisations.
- > Wider improvement work.

Working closely with our clients and providing a seamless, reliable service, has allowed us to identify wider critical and longer-term issues, which we have helped resolve.

Our client improved the reliability and overall production efficiency of their complex gas compression packages, resulting in significant cost and time savings. This also increased their in-house capabilities and knowledge to support and use their own system.