



# CONNECTED FIELD SERVICE FOR OIL & GAS

**Oilfield service companies are creating new service revenue streams by offering equipment maintenance contracts to clients.**

**Connected Field Service software is the technology that makes this offering possible – and profitable.**

## BREAK / FIX FIELD SERVICE

Providing break-fix field services keeps oil and gas service companies always in reaction mode. That business model is less than satisfactory for both the energy exploration and production company and the service company because:

- Oilfield equipment problems can have a significant financial impact on the energy production company, causing lowered production volumes, increased operating costs, health & safety risks, and create environmental impact concerns.
- The remote nature of many oilfields and natural gas exploration sites makes it hard to get the right credentialed technician with the right parts to the right job in a timely manner.
- The cost of equipment repair can fluctuate significantly from month to month, which causes problems for the oilfield service company in revenue forecasting and job scheduling, which impacts cash flow for customers.

## CONNECTED FIELD SERVICE

When oil and gas service companies move to a connected field service model, they get paid up front, on a monthly or annual basis, and can charge a premium rate. In return, the energy production company gets a service level agreement for a fixed rate that keeps equipment operating smoothly – and evens out expenses.

## PROVIDING A PREVENTATIVE MAINTENANCE SLA

One key to making oilfield services more profitable is to have IoT (Internet of Things) devices relaying critical information from the oil & gas equipment to the oilfield service company. Preventative maintenance then can be finely calibrated based on actual equipment use time and/or events detected to be out of range.

Workflow rules determine whether to dispatch a technician or send a self-healing script. Machine learning uses the equipment telemetry data gathered over time to improve responses and provide more accurate predictive analytics.

## KEY BENEFITS

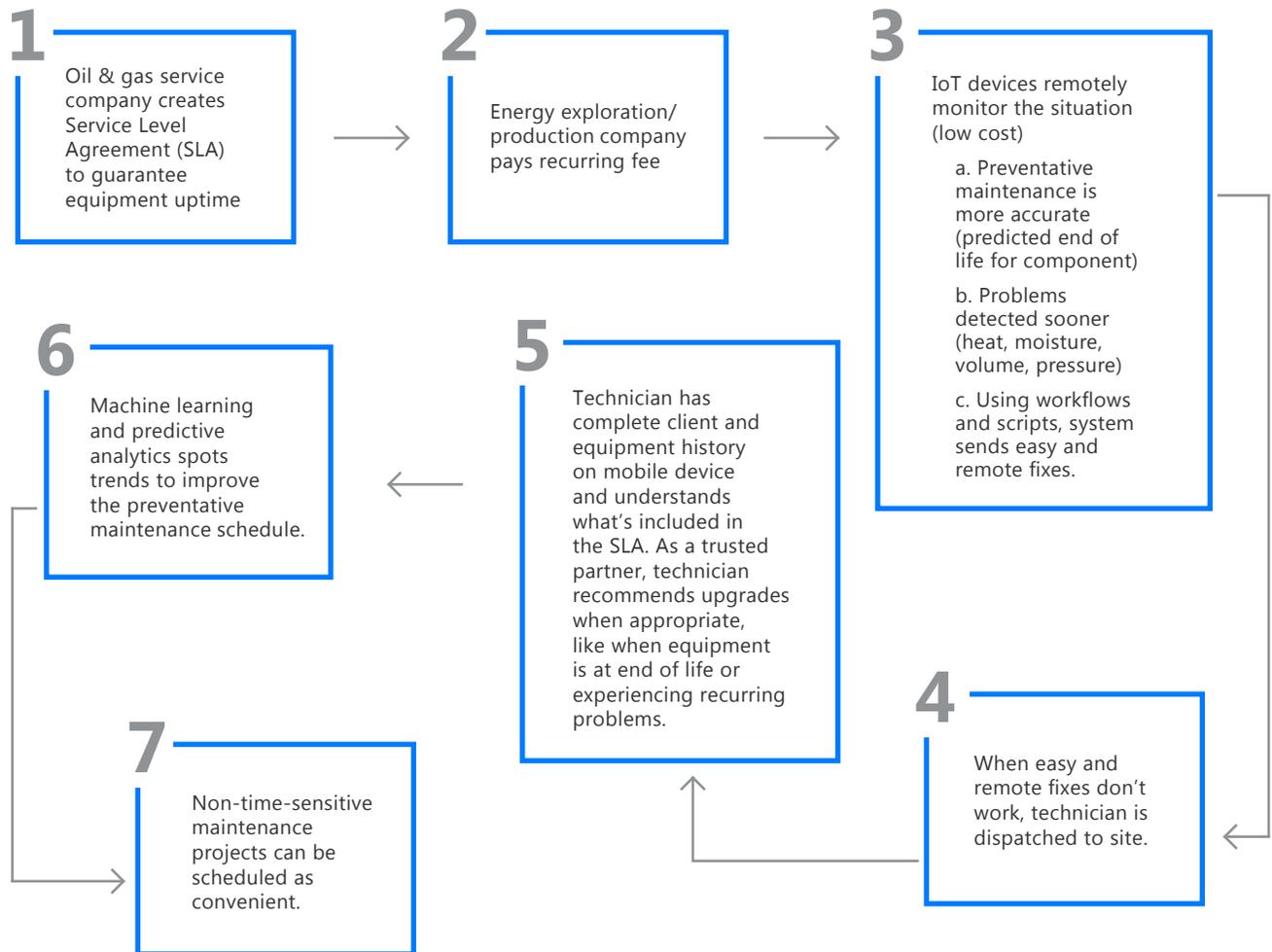
- Enables oil & gas service companies to receive recurring revenue at a premium rate.
- Provides energy exploration and production clients assurances of equipment uptime.
- Extends life of oilfield equipment.
- Evens out revenue and job scheduling.
- Extends the capacity of technicians.

## TECHNOLOGY

- Microsoft Dynamics 365
- Azure
- IoT Devices
- Power BI

However, the biggest difference between modern connected field service and traditional field service is not the IoT devices themselves, but instead it's the shift in revenue model. A preventative maintenance service level agreement (SLA) defines what's included in the scope of the preventative maintenance offering – and what services are billable events.

The oil and gas service company handles preventative maintenance and charges a premium price to keep the client's equipment up-and-running. Here is an example of how that might work:



## ABOUT MCA CONNECT

MCA Connect specializes in the oil & gas industry, delivering tailored industry solutions for digital transformation, such as Microsoft Dynamics 365, EnergyCONNECT and Connected Field Service. Our solutions enable you to win more bids and get paid faster by your customers.

If you'd like to learn more, download our [Energy Technology Exploration Guide](#) or contact us:

[www.MCAConnect.com](http://www.MCAConnect.com)

1-866-622-0669

