Managed Services
from e&

ADNOC Sour Gas deploys e&'s Managed
Service Solution

Customer Background

ADNOC Sour Gas is the latest addition to ADNOC Group of companies, one of the world's largest energy companies measured by both reserves and production. ADNOC Sour Gas mission is to successfully develop and operate the Shah Field, utilising the highest engineering standards and adopting premier business practices and technologies to enhance the long-term value to its stakeholders.

The field is a large anticline oriented along a NE-SW axis and is located 210 km southwest of Abu Dhabi city in Liwa western region. The project represents a new era in gas development in Abu Dhabi and plays a major role in the economy of the region by providing attractive career and training opportunities and developing local supporting industries and businesses.

To underpin their drive to be a world-class company in the development of gas resources, the company promotes for a positive culture bounded by its core values for teamwork, integrity, respect, continuous improvements and innovation.

Challenges

Like many other companies in the oil and gas sector, ADNOC Sour Gas was facing challenges with the steep drop in prices, but ADNOC Sour Gas decided to adopt technology to drive innovation and boost their efficiency rather than cut cost. The company continued to grow and needed standardisation across the different camps, they started looking for a solution to provide them with the features and flexibility to meet their needs and align with their values for continious improvement while addressing their security concerns. They were looking for a capable partner who would be their single provider, managing their infrastructure for the new Liwa camp, and allow them to leverage from a portfolio of managed services, which includes communication and collaborations, security and support transforming their drilling and extraction experience into a smart field experience.

CHALLENGES

- ◎ Multi-vendor management and inconsistent support
- ◎ IT infrastructure cost

BENEFITS

- ◎ Business & Operational efficiency
- ◎ Stream lined processes
- ◎ Reduced cost

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▌ Solution Details

The company understood that by partnering with a managed service provider, their rig uptime and oil recovery rates would be improved and employee productivity would be boosted, while operational costs would be greatly reduced. The management also understood the crucial part that connectivity plays in their daily operation, and how communication systems can facilitate remote access and distant capabilities in upstream and downstream operations. ADNOC Sour Gas required connectivity for all the equipment in the oil filed including the wells, pumps, pipelines and rigs through the internet and continuous real-time monitoring.

e& had just what ADNOC Sour Gas needed – an end-to-end managed solution for data connectivity, voice and security delivering maximum operational efficiency and 24/7 uptime enabling ADNOC Sour Gas to leverage on e&'s network infrastructure and technical expertise.

Delivering immediate benefits, e& provided a solution comprising:
- A secure and reliable network connecting the site, which is geographically located in an inaccessible area due to terrain and harsh environment
- A unified communication and collaboration solution for voice, video and data
- A fully managed Wi-Fi solution enabling different device types to access the network in a secured environment
- Managed firewall service ensuring the security of the infrastructure and critical business applications

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Business Results and Benefits

◉ **Enhanced collaboration and communication,** facilitating information sharing and reachability among ADNOC Sour Gas staff

◉ **Wireless connectivity,** providing access to different types of device enhancing the efficiency of their operations

◉ **Business continuity,** higher uptime through 24/7 managed services and remote monitoring of the entire setup along with redundant connectivity for all critical links

◉ **Network redundancy,** e& made sure that the installed links are always available through a redundant link

◉ **Better efficiency,** ADNOC Sour Gas will meet all its requirements in terms of voice, connectivity and security from a single provider

◉ **Cost saving,** through standardised infrastructure, tools and best practices ADNOC Sour Gas will be able to reduce its total cost of ownership (TCO)

TECHNICAL DETAILS

◉ Managed Voice
◉ Managed WAN
◉ Managed LAN
◉ Managed Wi-Fi
◉ Managed Security

AWARDS

◉ e& was recognised by two reputable bodies for its implementations and won two awards, a local award and a global one:

  ◉ Unified Communication Implementation of the Year from Network Middle East Innovation Awards

  ◉ Enterprise Service Innovation award from Global Telecom Business (GTB)

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