

# Application Management Services for the Upstream Oil and Gas Industry

Energy and Resources



Oil and gas (O&G) companies are increasingly relying on information technology (IT) solutions to effectively manage their assets, and streamline their exploration and production (E&P) processes. Due to the scale of their operations, both in terms of geography and complexity, O&G organizations outsource these IT services to multiple vendors, often leading to redundancies stemming from non-standardized workflows. Companies must consolidate IT operations across vendors and locations to derive maximum returns from their IT setups.

TCS' Application Management Services for the O&G industry (E&P Sector) help global companies consolidate their IT services landscape, improving the overall efficiency of their business operations. The offering helps standardize IT project delivery processes across all business assets, while ensuring that they are outcome-driven. The solution also focuses on comprehensive quality management and improves service delivery through effective enforcement of service-level agreements (SLAs).

## Overview

O&G companies typically use a wide range of IT solutions managed by multiple vendors for critical business functions including capital projects, production operations, maintenance activities and well engineering. This sort of distributed application management delivery model is asset-centric and complex, and lacks standardized processes. Most applications are highly customized to meet specific business requirements, hence complicating IT service delivery for each business unit. Further, there is a lack of coordination between various technology service providers, which reduces efficiency and raises overall operational costs.

TCS' Application Management Services for the E&P sector focuses on creating a business-aligned IT service delivery platform that harmonizes the individual contributions of all stakeholders involved. The offering adopts a service-line approach to define a clear line of command for efficient operations and strengthening governance structures. The solution ensures continuous improvement in IT services provisioning through stringent quality standards, service optimization and transformative interventions. The platform offers other services including application packaging, decommissioning of absolute IT tools, as well as migration to, and management of, new applications. The services are offered with a transparent pricing model that helps enterprises plan their growth effectively, while substantially reducing application maintenance costs.

## Benefits

With TCS' Application Management Services you can reap the following benefits:

## Our Solution

TCS' Application Management Services consist of three pivotal components:

- **Service management layer:** Serves as the solution's central mechanism for IT governance, which includes supplier management and contract management for quality output, greater scalability and higher efficiency.
- **Service integration layer:** Comprises critical functions that foster collaboration among IT suppliers, business leaders and the IT division. Well-defined interfaces exist between customers, service integrator (TCS), application development teams and other stakeholders involved in application management, fostering higher accountability
- **Service provision layer:** Handles IT operations including application delivery (AD), application management (AM) and factory services, where supplier delivery is executed. The factory-based approach is applied to processes including quality assurance, data migration and training to ensure high quality and reduce associated costs.



### Reduced TCO:

E&P companies can significantly reduce their operational costs through optimization and effective management of IT processes across the entire oil and gas upstream value chain. Our services cover both the engineering and enterprise application stack, hence further reducing your total cost of ownership (TCO) of technology.



## The TCS Advantage

By partnering with TCS, you can take advantage of the following differentiators:

- **Domain and technical expertise:** TCS associates have a vast experience of executing large service delivery transformation and integration projects covering upstream functions like production operations, well engineering and product technology. With a proven track record in providing IT solutions to leading oil and gas companies across the globe, we have a deep understanding of the energy and resources industry and the challenges faced by the sector.
- **Unique delivery approach:** TCS strikes the right balance between industrialized IT operations and business agility through a 'shift-right' approach that incorporates continuous feedback from users. We implement cross-industry best practices and deploy the most suitable talent in a timely and efficient manner. TCS also leverages universally accepted processes like CMMI-SVC for warranty and support, agile solution development lifecycle and six sigma, which are aligned with the Information Technology Infrastructure Library (ITIL) recommendations.



### Increased business agility:

The solution is closely aligned to business goals set by your organization and can be quickly scaled up to accommodate your firm's growth aspirations. IT operations are consolidated at a single location to ensure better responsiveness and faster delivery of services.



### Enhanced user experience:

The offering will substantially reduce IT service outages associated with maintenance downtime, multiplying system throughput and providing a superior experience to business application users.

## Awards & Recognition

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Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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