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AI operational excellence for energy and resources

A quick guide for VPs of Operations, VPs of Engineering, and Field and Plant Operators
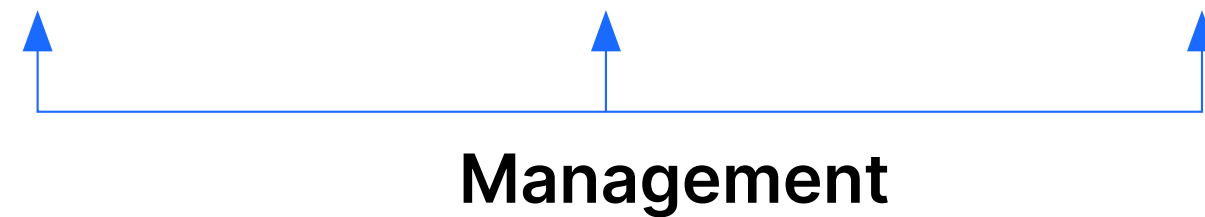
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Why AI operational excellence

Just as employees and assets need to be managed to achieve their highest potential, so does the information they use and create. Neither information nor human action alone are enough to create a business outcome. Managed business outcomes require information management.

Information + Human Action = Business Outcome

Management

Improving safety, executing projects on time, and achieving production targets are key to meeting market demands. It's imperative that leaders and their teams use asset information management technologies and best practices to drive business outcomes across the asset lifecycle. Artificial intelligence (AI) and information management play key roles in creating these business outcomes.

A Harvard professor recently said, "AI won't replace humans – but humans with AI will replace humans without AI."[1] For leaders and users to trust the results from AI and take appropriate action, information must be organized, connected, automated, and secured. Great AI requires great information management and will lead to AI operational excellence across the asset lifecycle.

"**Energy and other critical commodities have never been delivered to the world this fast or as safely. We will never move this slowly or with this level of risk again.**"

Phil Schwarz, OpenText Industry Strategist – Energy and Resources

VP of Operations

Safely achieve production targets

Just as all safety incidents are preventable, so are missed production targets, unplanned asset downtime, and knowledge gaps. Any root cause analysis from these incidents or near misses likely will point to not just breakdowns in human action, but also inadequacies with how information is managed.

"One of the main reasons we chose OpenText was its ability to integrate with our core systems. We can now effectively manage information from the three most important platforms for our business: our OpenText content management solution, our SAP ERP applications, and ArcGIS. All important information concerning our day-to-day network operations and maintenance is available 24/7."

Director of Enterprise Applications, MUD

Three ways operations executives benefit from AI operational excellence are:

1

Turn asset information into knowledge

- Use AI to automatically identify, classify, and organize the hundreds of thousands, or even millions, of documents used by teams across your operations.

- Leverage the power of generative AI to create an intelligent assistant for your operations teams. Give them access to trusted answers from the all knowledge contained in your asset documentation to keep teams and assets safe and compliant.

- Quickly summarize the business workspaces for projects, functional locations, equipment work order history, and more.

2

Streamline operational workflows

- Automate information to give your team more time. They need to be operating and maintaining equipment to meet production targets instead of trying to piece together the right information.

- Equip your teams with access that bridges information silos between document management, asset maintenance systems, geographical information systems, and other key systems.

- Easily redline and mark up drawings, complete forms and checklists, and initiate engineering reviews and other business processes from a desktop or mobile device—even while in an area with limited connectivity.

3

Extract information from imagery and drones

- Automate ingesting imagery from drones, satellites, and other machines to aid in eliminating "milk runs," site visits with "no fault found," repeat site visits, and time-consuming, limited value activities.

- Automate processing and analysis of image files, satellite photos, and drone inspection videos to detect hazardous conditions or perform routine remote monitoring.

- Automatically detect people, understand objects, and identify vehicles in restricted areas.

VP of Engineering

Execute capital projects on-time and ensure asset reliability

Delayed projects, unreliable asset performance, and suboptimal engineering workflows are also preventable with the right preparation. These business challenges are not just breakdowns in human action but also a symptom of inadequate engineering information management. Teams must be equipped properly to execute their role in capital projects or sustaining engineering activities.

"An employee could spend between 50-80% of their time trying to piece together the right information for their job. With OpenText, they will regain that time for more productive and valuable work rather than trawling through archives."

Digital Technology Engineering Advisor, Western Midstream

Three ways engineering executives benefit from AI operational excellence:

1

Turn engineering information into knowledge

- Use AI to automatically identify, classify, and organize hundreds of thousands or millions of documents your teams use across your engineering department.

- Leverage the power of generative AI to create an intelligent assistant for your engineering teams, providing trusted answers from the knowledge contained in all your engineering documentation. This helps prepare them to safely execute projects on time, ensure asset reliability, and meet compliance requirements.

- Quickly summarize project workspaces and identify bottlenecks.

2

Streamline engineering workflows

- Modernize complex workflows, such as concurrent engineering, reviews and approvals, engineering change orders, project to operation handovers, and more. Reduce delayed projects and drawings that do not accurately reflect the physical asset.

- Support multiple engineering teams working simultaneously while maintaining strict version control and integrity.

- Automate submittals and transmittals to ensure critical engineering documents are delivered to decision makers accurately and on-time.

3

Enhance digital twins and make engineering decisions with confidence

- Reduce engineering risk with quick access to data from multiple sources.

- Power your digital twin by continuously learning from new and updated asset documentation, asset imagery, drone videos, and other unstructured data.

- Make decisions with confidence based on accurate asset information.

Field & Plant Operators

Magnify your impact

Your role is on the front lines of safely operating and maintaining assets. Asset performance is predicated on your execution and the information that is at your fingertips. AI operational excellence will equip you with trusted, autonomous, and secure access to information that will help you expand your knowledge, build skill sets, and arrive home in the same condition that you left.

"When it comes to operations, OpenText Extended ECM now enables users to access all relevant information while out in the field. This reduces time spent looking for information and eliminates the need to print off their work orders. As a result, we are seeing an increase in productivity for our operations."

Enterprise Content Manager, Snohomish County PUD

Using AI content management, field and plant operations can:

1

Expand your knowledge

- Get quick answers to questions needed to execute the job at hand from an AI powered intelligent assistant.
- Access relevant asset information in less than 60 seconds with chat-based conversational search.
- Cut through the information noise to grow your knowledge and elevate your performance.

2

Build your skill sets

- Spend more time on executing work rather than searching for the information needed to get work done.
- Maximize your value by executing more work orders and value-added activities to keep equipment running.
- Eliminate repetitive work so that your focus can be placed on higher value tasks.

3

Arrive home in the same condition you left

- Prevent accidents by having relevant information at your fingertips.
- Work confidently and safely by quickly accessing the MSDS, safety instructions, past work orders, and other asset information you need.

Additional resources

[OpenText Content Aviator web page](#)

[OpenText Knowledge Discovery web page](#)

[Deliver a Single Source of Truth Across the Asset Lifecycle overview](#)

[Smart Checklists and Safety Forms for Energy overview](#)

Contact

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About OpenText

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