CEPSA

CASE STUDY CEPSA

Inspections in hazardous areas

CUSTOMER
Cepsa

SECTOR
Oil & Gas / Energy

COUNTRIES
Spain, China & Brazil

DATE
2019 - Today

THE CHALLENGE

In most of the work in their facilities, potentially explosive atmospheres need to be taken into account. The deployment of new technology as part of their Digital Transformation initiatives makes it mandatory to select devices compliant with safety regulations, so the first challenge was to find such devices and test them.

The second challenge was around change management: how to introduce such devices/new technology into their facilities.

It was key to identifying early adopters inside the company who could help introduce new ideas and technology.

Agents in remote locations or with distance expertise

Continuation of efficiency with the entire operation

Carry out inspections remotely with an easy handle

BACKGROUND

Cepsa is the first private company of petroleum in Spain, founded in 1929. It is one of the 35 largest companies in the world in its sector, and it ranks among the top ten in Europe by sector turnover.

THE SOLUTION

Wideum helped CEPSA put together the Hardware and Software requirements in order to work out proper solutions. In a secondary phase, Wideum also provided CEPSA with the customization needed, whilst also performing all tests before final deployment. Finally, end-user training and support were critical for a succinct deployment, erasing any and all doubts of anything missing or needed. And naturally, listening to CEPSA's experiences and suggestions and designing improvements to the whole solution was vital.

- Remote assistant / assistance
- Obtain more than €2.6 million in savings per year by reducing equipment downtime
- Flexibility to give access to other units of the company, enabling their performance standards
- Contribute to our suppliers with savings of more than €355k per year in avoided travel

WHY WIDEUM?

Wideum is a global leader in remote service technology and innovation in applications for smartphones, tablets and smart glasses.

Our proprietary software allows users to execute difficult tasks and also provides for operation maintenance with remote assistance thanks to information sharing between field service operators and support departments.

Solutions like:

R Remote eye   **T Twin** eye

include real-time data and knowledge sharing that enable increased productivity thanks to the significant reduction in costs and machinery downtime.

BENEFITS

We help your company with the best remote assistance products and solutions that empower your technicians. In addition, they add value to your customer service and thus, you can monetize your post-sales service.

We know that having the best performance and execution is important for you, which is exactly why we want to help you with:

Hands-Free Solutions
Focus on what is most important

Aviod Travels
No more unnecessary trips

Monetize your post-sales
Offer your clients innovative customer service

No more misdiagnosis
Ensure first-time results and solutions for your client

Reduce downtime
Rapid support from experts