CUSTOMER STORY

# ENI keeps production under control

Thanks to Qlik Sense, plants located all over the world remain under constant control

LEAD WITH DATA™ Qlik

"Having a single dashboard that offers complete control of the performance of all extraction plants, most of which are geographically referenced, enables us to manage the business and operations more quickly and efficiently."

Paolo Galbiati, Senior Project Manager, ENI

## A generational leap

ENI's upstream activities are fascinating yet complex: more than 160 natural gas and oil extraction plants located worldwide send performance and operations data on a daily basis. Many of these plants are owned by the multinational company, whose equity is equivalent to the value of the total average daily production of 1.8 million barrels of oil.

Keeping track of the overall situation is essential, both for managing maintenance operations, as well as ensuring that the company reaches its targets.

Without a dedicated platform, the data sent by the plants used to be collected via email and analyzed manually, using standard spreadsheets and occupying vast amounts of time and resources. Managers were only able to see an overview of production towards the end of the working day, via a PDF sent by email, with limited possibility for in-depth analysis.

ENI needed to improve the control and analysis of this information, not so much for operations but for managerial purposes. The objective was to improve the timeliness, quality and granularity of the data, seeking to create a platform that provided a good customer experience and also enabled the analysis of historical data to allow managers to monitor performance more effectively.

## Data becomes information with Qlik Sense

Already a QlikView user, ENI embarked on an extensive and demanding project to develop a dashboard in the form of a web application known internally as New Flash. The dashboard was intended for over 1,000 users, including workers, managers and senior company managers.

### Solution Overview

**Customer Name**
ENI

**Industry**
Energy & Utilities

**Geography**
Rome, Italy

**Function**
Supply Chain Management

**Business Value Driver**
Reimagined Processes

**Challenges**
- To create a managerial dashboard for the timely management of plants
- To free up resources from the task of manual data collection and dedicate them to data analysis
- To cut information visualization times

**Solution**
ENI and its partner NTT Data used Qlik Sense and Qlik GeoAnalytics to develop an application called New Flash, which was then made available to approximately 1,000 users, including staff and management.

**Results**
- Production data is now available from early afternoon instead of the evening
- The elimination of manual data operations has reduced errors and freed up resources
- The information is geographically referenced and can be analyzed via an effective drill-down capability

The objective was to make it possible to easily and instantaneously consult the performance data provided by the sites, as well as analyze and compare targets and historical data.

This led to the development of an integrated solution that provides, at a single glance, a complete progress overview of the resource extraction process and $CO_2$ emissions worldwide, updated in near real-time. The data can be viewed by 'field' (the individual plant), 'asset' (a group of plants), or by geographical area. All of which is aggregated and subdivided into oil or gas.

"Together with our partner, NTT Data, we adopted a specific approach to the development," explains Paolo Galbiati, Senior Project Manager, ENI. "We created the dashboard based on data from spreadsheets, in order to present it to users (primarily managers) and clearly demonstrate the benefits of the new project. We then developed the web app, followed by the mobile version. With firsthand experience of the efficacy and simplicity of the Qlik Sense solution, all of the stakeholders were on board. The platform was then further enhanced by the option to add comments on the data, with information regarding emissions and the ability to view data at individual field level."

Making use of Qlik GeoAnalytics technology, ENI then added the option to locate assets on a map of the territory, using color-coding to quickly identify different situations at all plants.

## Speed and quality for senior management

The new solution represents a generational leap compared to the previous operational methods, both in terms of the analysis potential (rapid and immediate drill-down and effective comparison with target or historical data) and information quality. It also updates frequently which, despite not being in real time is very close (the managers used to receive the PDF in the evenings, whereas now the data is available from early afternoon), and a very appealing user interface.

As is often the case in large organizations, the solution developed with Qlik Sense has also been welcomed by other departments within the company, such as the logistics department that monitors the routes of ships and aircraft, and the engineering department, which is looking into similar applications.

Without losing the managerial vision for this application, ENI is also considering integrating performance data with data relating to maintenance, in order to analyze the correlation between these two factors and enable managers to make the most appropriate decisions in all cases.
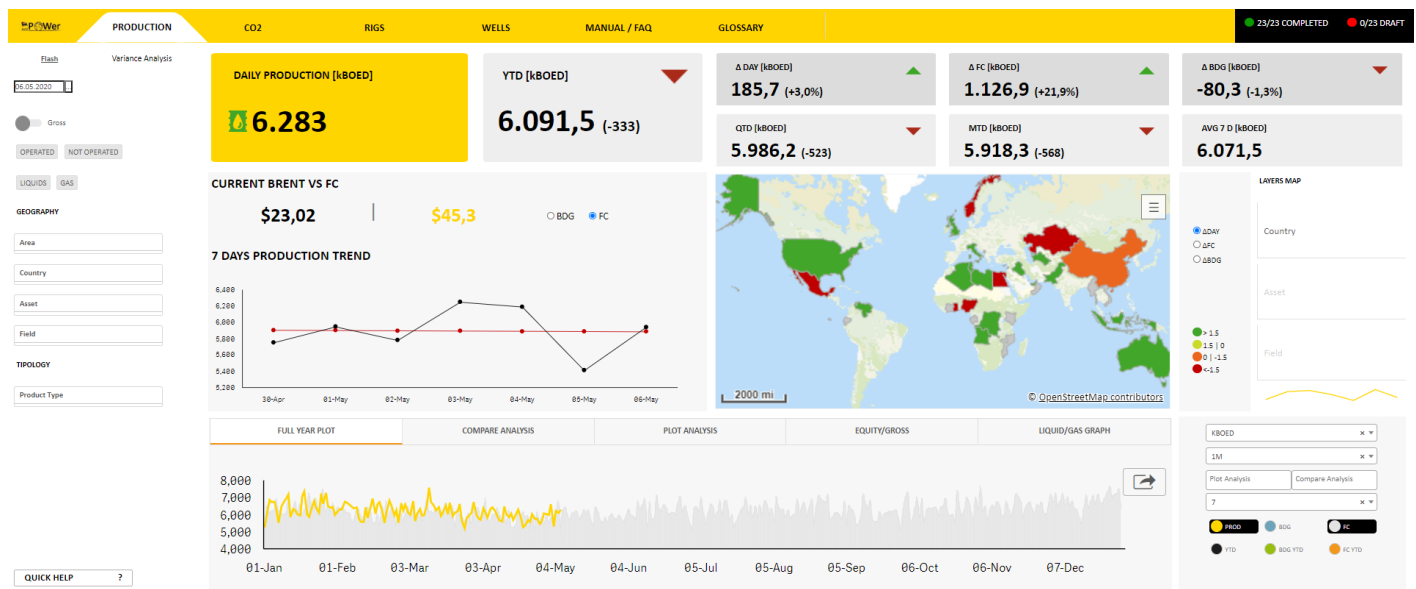
## The keys to success

**1,000** users of the new platform, including staff and management

**160** plants monitored via the platform developed with Qlik Sense

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Paolo Galbiati, Senior Project Manager, ENI

**Qlik Q**

### About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Qlik provides an end-to-end, real-time data integration and analytics cloud platform to close the gaps between data, insights and action. By transforming data into active intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.

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