



eFACiLiTY®

**BP Oman Transforms Maintenance
Management System & Helpdesk with
eFACiLiTY®**



Client Background

BP is a leading global energy company in the oil & gas sector, operating in more than 70 countries. In Oman, BP operates from Muscat and is the operator of Block 61 ("Khazzan Makarem"). It is one of the Middle East's largest tight gas projects, producing around 1.5 bcf/day and meeting around 35% of the country's gas demand. In addition to oil and gas, BP is also investing in renewable energy initiatives such as green hydrogen and has contributed over \$30 million to social and community development projects in Oman.



Business Requirements

BP Oman manages many critical assets and large spare parts inventories. These operations come with high-stakes maintenance requirements, where even minor downtime can be costly.

However, BP did not have a modern asset management software or helpdesk management system that could handle the scale and complexity of its oil & gas operations. This gap led to several challenges:

- 1. Reactive Maintenance Issues:** BP did not have a maintenance management system with preventive maintenance capabilities. This resulted in maintenance being largely reactive — increasing unplanned equipment downtime and repair costs.
- 2. Fragmented Spare Parts Tracking:** Spare parts were tracked manually without a centralized asset management software. This led to stockouts and overstocking. The visibility over inventories linked to critical equipment was not optimal, causing delays in critical repairs.
- 3. Slow Procurement Cycles:** Manual purchase order creation and tracking created procurement bottlenecks, slowing maintenance schedules and extending equipment downtime.
- 4. Inventory Discrepancies:** Lack of a systematic goods receipt verification created mismatches between purchase orders and deliveries, further disrupting inventory accuracy and delaying maintenance.
- 5. Inefficient Helpdesk Operations:** In oil & gas operations, the helpdesk is key to safety and compliance. At BP Oman, requests were logged manually using disconnected tools, making it hard to track, prioritize, and resolve issues — increasing safety and compliance risks.





Solution

- BP Oman, committed to safety, compliance, and operational excellence, partnered with Masaken Al Raha, a facility management services provider and subsidiary of Como WLL in Kuwait and Oman.
- Leveraging its experience in implementing IWMS & CAFM solutions with eFACiLiTY®, Masaken Al Raha selected the eFACiLiTY® EAM/CMMS and Helpdesk Module for BP Oman.
- eFACiLiTY® CAFM software streamlined maintenance, centralized assets and inventory, sped up procurement, and resolved service requests faster all in a single, unified system.

Benefits

With eFACiLiTY® fully deployed, BP Oman realized significant improvements across maintenance, inventory, procurement, and service operations:



Proactive Preventive Maintenance: Automated maintenance schedules generate prioritized work order management, assign the right teams, and attach checklists, spares, and safety instructions. This reactive-to-proactive shift with a computerized maintenance management system reduced unplanned downtime, extended equipment life, and boosted reliability.



Centralized Asset & Inventory Control: Now, over **100,000 assets** are managed in one system with full visibility of their condition, maintenance schedules, and lifecycle costs. Automated alerts prevent stockouts and overstocking.



Streamlined Procurement and Accurate Inventory: Automated purchase orders and goods receipt checks sped up procurement and ensured spares were available on time. Built-in validations removed inventory errors and reconciled deliveries with purchase orders, improving inventory accuracy and keeping maintenance on schedule.



Faster Helpdesk Resolution: Automated routing, categorization, and SLA tracking, enabling BP Oman to handle 800+ service requests per month more efficiently. The digital helpdesk improved accountability, response times, and service quality.



Impact

Building Resilience Through Digital Facility Management

BP Oman's adoption of [eFACiLiTY](#)® demonstrates how a global supermajor can modernize maintenance and helpdesk operations in the oil & gas industry. By leveraging advanced facility management software, they have streamlined their operations for greater efficiency.

By transitioning from manual processes to an integrated digital platform, BP Oman has set a new benchmark for operational excellence.

This move highlights that effective facility management is not only about improving efficiency but also about building long-term resilience and sustainability.

Experience a smarter maintenance management system for oil and gas, seamless helpdesk management, and operational excellence with the leading facility management software.

[Ask for a Demo](#) to see how eFACiLiTY® can transform your operations.

THANK YOU

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sustainable built environments!

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