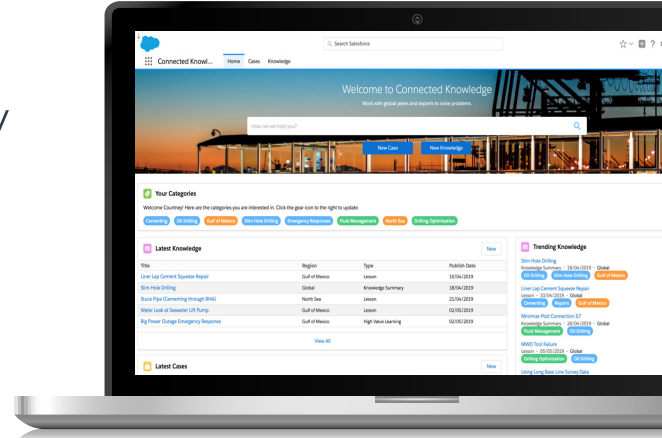


CONNECTED FIELD KNOWLEDGE BOLT

Closing the Operational Efficiency and Safety Gap through Technology

Today's Oil & Gas technicians and engineers face a myriad of complex situations and have to act fast and work together to minimize downtime while ensuring safety. They also need mobile access to a single knowledge repository, so they can make smarter data-based decisions across wider, more connected technologies. That's why we designed the Connected Field Knowledge Bolt.



Operational efficiency requires agile mobile teams.

Built specifically for the field service teams, our global case management platform simplifies and enhances equipment maintenance and scheduling, inspection management, and knowledge sharing between cross-functional teams in the field and in offices around the world.

With the Connected Field Knowledge Bolt you can:

01.

- Assign technicians and engineers to cases based on their skills and experience directly from the platform.
- Support cross-functional collaboration across teams and locations.
- Provide on-the-go access to centralized best practices and troubleshooting resources to accelerate problem-solving and to reduce downtime.

Key Features:

01.

Guided Intelligent Case Management

Assign cases based on technician and engineer expertise and availability. Manage and track cases across your entire well network.

02.

Centralized Access to Institutional Knowledge

Capture, reuse, and refresh information in one place and empower your global teams to improve maintenance, repairs, and their performance.

03.

Do-It-Yourself Global Search

Quickly find relevant cases and knowledge resources in one place - whether you're in the field or at the office.

Problem/Solution

02.

Oil & Gas well equipment is subject to wear and tear from heavy use and the elements. Wells experience constant breakage and need fast repairs and resupply. The Connected Field Knowledge Bolt harnesses the power of Salesforce to expedite issue resolution. It helps streamline case management and gives technicians and engineers quick and easy access to enterprise-wide knowledge on a single, secure platform built for collaboration.

Prepare for the Future

The deployment of new technologies enables Oil & Gas operators to efficiently discover, refine, and distribute energy. Appirio's Connected Field Knowledge Bolt is the first step in helping companies use AI-powered insights and IoT to monitor equipment in real time and predict problems before they happen. It also features full integration with Salesforce Communities, Community Cloud or Service Cloud.



nationalgrid



Boosting BP's Productivity with Salesforce



01.

The Connected Field Knowledge Bolt unified case management with a friendly UX. Over 1,200 global employees use this legally compliant solution.

[Learn how we unified case management with friendly UX for BP.](#)

Cutting Corporate Waste with Salesforce & IoT



02.

Appirio helped Rehrig transform data into actions that improved route efficiency, cut fuel and labor costs while also improving customer service by enabling Rehrig to track exactly when and where pickups occurred.

By 2021, Over **40%** of data generated in Oil and Gas field and plants will be collected and orchestrated on IoT edge devices, with data historians as the core repositories (Source: IDC Future Scope)

Appirio: A Global Strategic Partner



A strategic partner since 2006, Appirio helps you expand the capabilities of Salesforce. From pre-strategy to post go-live, we guide you through every phase of your digital transformation.

