

Cisco® Collaborative Operations Solution



Overview

The Cisco® Collaborative Operations solution combines voice, video, and data communication in a single pane of glass to enable seamless collaboration between workers in the field and experts in the office. The Cisco Collaborative Operations solution delivers real-time information and collaborative capabilities that facilitate informed decision-making, increase site safety and ensure minimal flat time.

Benefits

The Cisco Collaborative Operations solution accelerates the rate at which information can be shared with all interested stakeholders, from the office to the field. The solution instantly connects experts to where they are needed most, improving productivity, minimizing disruptions and improving situational response. The ability to include all relevant data points of the issue at hand provides greater visibility, avoids miscommunication and helps reach better decisions quickly and with greater confidence.

Benefits of the Cisco Collaborative Operations solution include:

- Reduced flat time by accelerating the flow of information and data collection
- Connecting available remote experts with on-site personnel to help overcome communication barriers and improve the decision making process
- Proactive monitoring of operations creates ability to anticipate issues and react faster to incidents
- Creating opportunity for workforce development and training, safety improvements, and risk mitigation

Challenges and Solutions

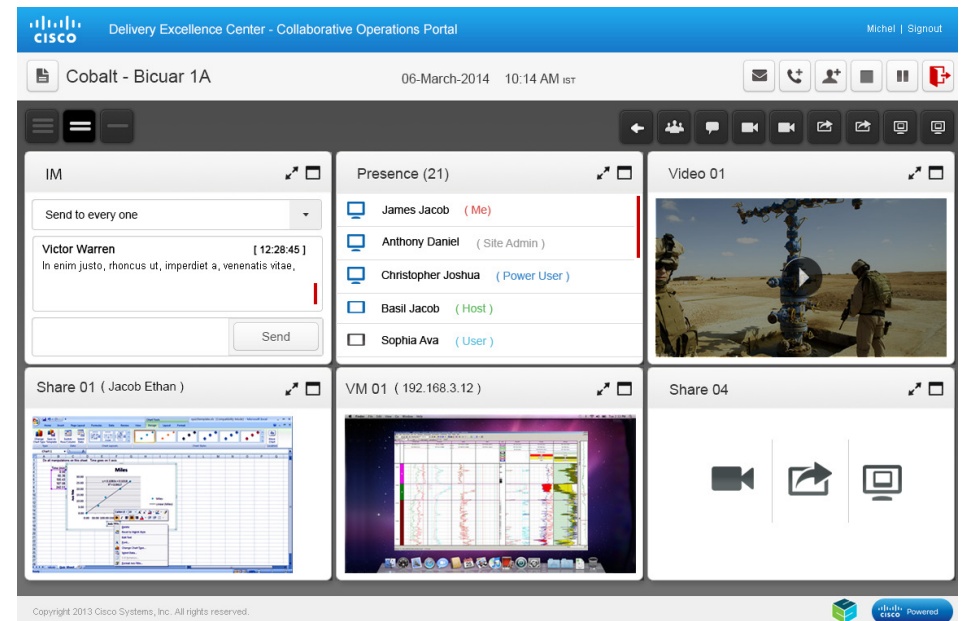
As the oil and gas industry shifts both the type and primary locations of its main activities, there is an increasing complexity that requires greater collaboration and involvement of remote experts to accelerate decision making and problem resolution, increase efficiencies that improve workflows, and proactively monitor remote operations. Yet that specialized expertise can be hard to come by when operational issues arise, especially on remote or off-shore rigs where issues can be extremely expensive and dangerous if not resolved quickly. The Cisco Collaborative Operations solution provides a seamless collaboration environment combining video surveillance; landline, mobile, and two-way radio integration; chat functionality; Cisco WebEx® capabilities, and multiple desktop-sharing capabilities over an optimized, secure network. This solution enables experts, located anywhere in the world, to help guide operations in real time and affords greater reach per expert resource.

Features

The Collaborative Operations solution includes the following capabilities:

- Provides expert collaboration and multiuser application sharing between simultaneous connections and across multiple job sites displayed on a single screen (see Figure 1)
- Connects remote experts to even the most remote jobsites over a low-bandwidth optimized connection
- Custom branding and flexible interface allows for a variety of deployment opportunities in the same organization
- Utilizes existing infrastructure, such as two-way radios, land line and mobile voice, analog or IP video surveillance feeds, and more in a new and relevant way
- Cloud-based offering ensures constant up-time and availability
- Security protocols to allow different levels of user access and permissions in a single sign-on environment

Figure 1. Cisco Collaborative Operations Solution Interface





Why Cisco Services?

Cisco Services makes networks, applications, and the people who use them work better together. Today, the network is a strategic platform in a world that demands better integration between people, information and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The industry-leading Cisco lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Cisco and its partners can help to maximize your experience and return on investment from the planning to building and managing of your Cisco Collaborative Operations solution. Cisco Services provides expert consulting and integration services to help ensure your successful implementation: www.cisco.com/web/services/index.html.

For More Information

For more information about the Cisco Collaborative Operations Solution (COS), please contact ask-cos@cisco.com or visit www.cisco.com/web/strategy/energy/external_oil.html.