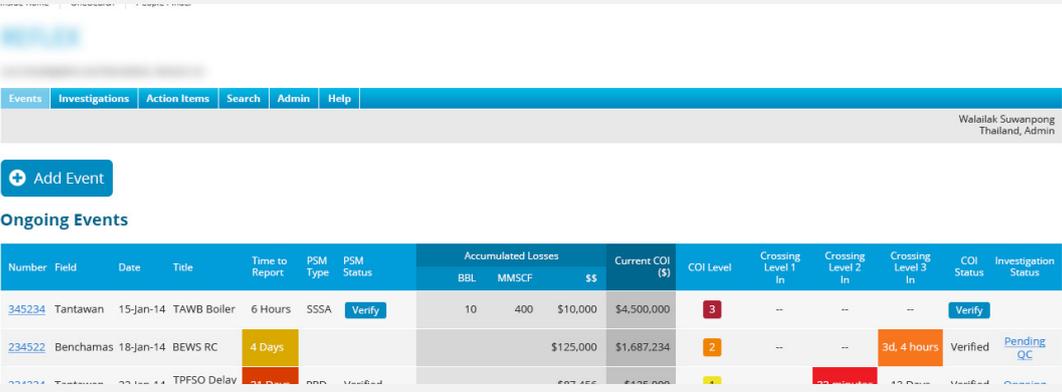# Event Alert & Escalation System

The application provides an efficient way to keep track of losses incurred in oil and gas well. It displays various dashboard reports with real-time event alert and escalation system.

Response time has been improved from minutes to seconds

Overall operational efficiency increased to capture the oil and gas leakage using real-time event alert and escalation system

Using new workflow application helps to mitigate future losses using technique root cause analysis & 5 why etc.

The Customer

Leading natural gas and crude oil producer in Thailand, supplying about 35 percent of the country's natural gas demand.

This customer is a partner in the Star Petroleum Refining facility in Map Ta Phut, Thailand. The modern refinery is a pacesetter in design, safety features and pollution controls.

About Infinite

Infinite computing systems is a Microsoft Gold Partner that helps clients innovate in their businesses, improve customer relationship and increase operational efficiencies through the use of BI, Data analytics and Dashboards, Dynamics 365, .NET, Power BI, Mobile Apps

and Microsoft Azure.

Challenge

This customer had Reflex legacy application built on .NET 2.0 for recording of losses incurred in their oil and gas wells, they required changes in the legacy flow to suite their business needs. The Reflex application had run over years now and was required to be enhanced to meet the new business model. The system should be migrated in to new upgraded technology and new enhancement are required into the system.

Our Solution

Infinite upgraded the legacy RFX application and built a role based web application in .NET 4.0 which was much faster than that of the legacy

application with the latest technology agreed by the customer. The REFLEX solution, contained web frontend in razor view engine, helped users to keep track of the losses and displayed them in form of easy to view tabular dashboard. The solution contains the new Event management console, Reporting module and Event alert and escalation system for different COI levels. The customer went live with all the upgrades and enhancements as per the schedule. Several change requests were added to meet the ever evolving business requirements at Thailand.

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