



Success story

Successful live remote training— Eroton Exploration and Production Company, Nigeria

Customer type:

Operation and maintenance

Industry:

Oil and gas

Application:

GE Mark VIe with Integrated Turbine-Compressor Control (ITCC) application

Solution:

Live remote training to address travel restrictions

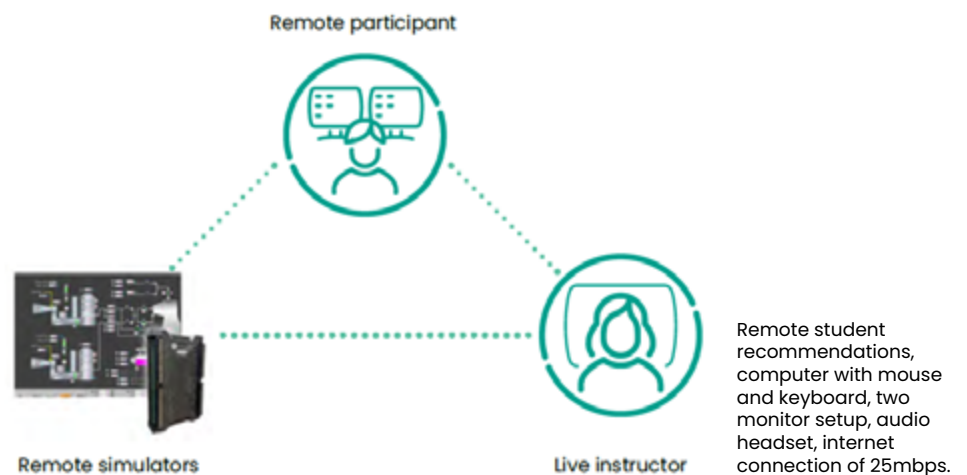
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Introduction

As part of a control system upgrade project, Eroton Exploration and Production Company in Nigeria was planning for Nexus Controls, a Baker Hughes business, to provide a GE Mark VIe operators and maintenance training session in March 2020. Due to state mandated COVID-19 social distancing guidelines and travel restrictions, the planned in-person training needed to shift to an alternative arrangement that would still effectively train Eroton’s personnel. As an important gas gathering station for the oil and gas industry in Nigeria, Eroton requires highly competent personnel to ensure safe and optimum operation of their assets and was worried that lack of proper training of their site team would jeopardize their operation and safety during the lockdown.



Customer's challenge

Customer needed training to get their personnel competent in using their new GE Mark VIe platform but could not travel to the Dubai Training Center because of travel restrictions. Customer had to work with restricted personnel, having limited exposure to the new platform, at the site, as well as in their operations office.

Nexus Controls solution and added value

The Nexus Controls training team was able to provide live remote training with site-specific software customized to meet customer's training needs.

This training provides maintenance and operator teams with three critical benefits:

- Plant or off-site personnel can attend the training in the same class, simultaneously, saving on travel expenses
- Each participant has access to control a remote training HMI Simulator. As the instructor oversaw all training participants from his office, he was able to provide timely feedback and guidance to participants as they practiced the different workshops
- Enhanced class interaction using a mixture of audio and visual tools that involved presentations, hands-on practice and labs through remote training simulators, polling functions, whiteboard, and several other features that enhance collaboration between the instructor and students

With the proper preparation, teamwork, and attention to customer's needs, the training team successfully delivered the first live remote five-day class. Customer appreciated the high-quality training in their survey comments. Special thanks to Chigozie Ajah, Juan Roman, Mohamed Mansour, and Monday Azah.

"We were really impressed with the delivery of the remote training session during these unprecedented times. Our engineers and operators are more comfortable with the MK VIe control systems and can work independently on the system with minimal intervention. We look forward to the intermediate and advance training courses to get our engineers to become experts."

Customer feedback

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