

# Optimizing Service Efficiency in Oil Refining

## A case study



A case study demonstrating the impact of customized service solutions in improving operational performance and cost-efficiency in the oil refining industry. The refinery adopted a flexible service model that aligned with its operational needs and established a lasting relationship with ABB.

Measurement made easy

### Introduction

Situated in southeastern Illinois, a prominent oil refinery has a refining capacity of 253,000 barrels per calendar day (bpcd). The refinery is known for its flexibility, as it processes both sweet and sour crude oils, producing important products such as gasoline, distillates, natural gas liquids, petrochemicals, propane, and heavy fuel oil. In this dynamic operational environment, keeping equipment reliable and efficient is critical. This case study examines the challenges faced by the refinery and shows how a customized service solution from ABB has not only overcome these challenges but also improved operational reliability and cost-efficiency.

### Customer Background

The refinery maintains a small installed base of ABB HF and ISO Analyzers, underscoring its commitment to quality instrumentation. Despite possessing a robust service team, the refinery's operational setup does not necessitate the conventional Measurement Care PM Service Agreement. However, the occasional need for emergency support coupled with periodic preventive maintenance (PM) interventions necessitated a flexible service solution to minimize operational disruptions and mitigate travel and logistics (T&L) costs.

### The Challenge

The challenge lay in reconciling the sporadic requirement for emergency support and PM interventions with the cost-intensive nature of traditional service agreements. The refinery sought a solution that provided access to expert support while optimizing cost efficiency and operational continuity.

### The Solution

To address this challenge, the refinery opted for a hybrid service model tailored to its specific requirements. In collaboration with ABB, the refinery purchased a Hybrid emergency Block-of-hours Service Agreement, encompassing 25 hours of Visual Remote Support alongside 30 hours of yearly PM support. By locking in this pricing through a 3-year agreement, the refinery ensured cost stability and fostered a long-term partnership with ABB.

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## Benefits

The implementation of the hybrid service solution yielded several tangible benefits for the refinery:

1. **Cost Efficiency:** The hybrid Block-of-hours Service Agreement enabled the refinery to optimize T&L costs while ensuring access to expert support. By incorporating Visual Remote Support, the refinery minimized the need for on-site interventions, further reducing operational expenditure.
2. **Operational Resilience:** The amalgamation of emergency call out options and PM support fortified the refinery's operational resilience. Access to ABB's expertise, coupled with timely interventions, minimized downtime and enhanced operational continuity, ensuring uninterrupted refinery operations.
3. **Stable Pricing:** By accepting a 3-year agreement, the refinery secured stable pricing, shielding itself from fluctuations in service costs. This pricing stability not only facilitated budgetary planning but also underscored ABB's commitment to long-term partnership and customer satisfaction.
4. **Strategic Partnership:** The adoption of a tailored service solution cultivated a strategic partnership between the refinery and ABB. By aligning service delivery with the refinery's operational needs, ABB demonstrated its dedication to understanding and addressing customer-specific challenges, laying the foundation for mutual growth and success.

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## Conclusion

The case study illustrates the powerful impact of customized service solutions in improving operational performance and cost-efficiency in the oil refining industry.

By adopting a hybrid Block-of-hours Service Agreement enhanced with Visual Remote Support, the refinery reduced operational risks and established a lasting relationship with ABB. This strategic partnership highlights the importance of flexible service models in achieving sustainable development and operational excellence in the refining sector, creating opportunities for ongoing innovation and success.

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