

Operation Excellence- Automation of Business Operations

Organized by : PNGRB

23rd & 24th Jan-25

Guwahati, Assam

Presented by Lakhyajit Hazarika (GA-Head)

With Dibwaker Yadav & Alok Bharati



ATGL – Assam GA Overview

Baksa GA (11.05)

BONGAIGAON
BAKSA
BAJALI
CHIRANG
BARPETA
NALBARI



Kokrajhar GA (11.04)

Kokrajhar
Dhubri
Goalpara
South-Salmara Mankachar

Nagaon GA (11.02)

Nagaon
Morigaon
Hojai
Karbi Anglong
West Karbi Anglong
Dima Hasao

ATGL Operation Excellence- Automation of Business Operations

1. Vision : Transform ATGL into Digital Organization
2. Goal : - Automated Business Operations integrating
 - a) Energy Portfolio (NG / Biogas / EV)
 - b) Business Model Innovation /Productization
 - c) Productize Operation Excellence (SOUL)
3. ATGL Digitalization Maturity Model
4. Digitalization Initiatives
5. Digitalization B2C Journey - MyAdani Gas App
6. Soul Architecture Vision
7. Business Model
8. Unified Physical and Digital Ecosystem
9. Integrated Service Management for ATGL

The background features a glowing blue digital globe on the left, composed of a network of lines and dots. A hand, also rendered in a digital, wireframe style, points towards the globe from the right. The scene is set against a dark blue background with scattered light points and a bright horizontal beam of light connecting the hand to the globe.

“ SOUL “

**ATGL Operation Excellence - Automation of Business
Operations**

VISION



Transform ATGL into a **digital organization** by building an entirely new **business operating system** that is based on **data-driven decisions, automation and simplified business processes** to create a world-class and **differentiated experience** for the company's stakeholders including **customers, partners, employees and investors.**

GOALS



DIGITALIZE ENERGY PORTFOLIO



NATURAL GAS



BIOGAS



EV

BUSINESS MODEL INNOVATION



INNOVATION



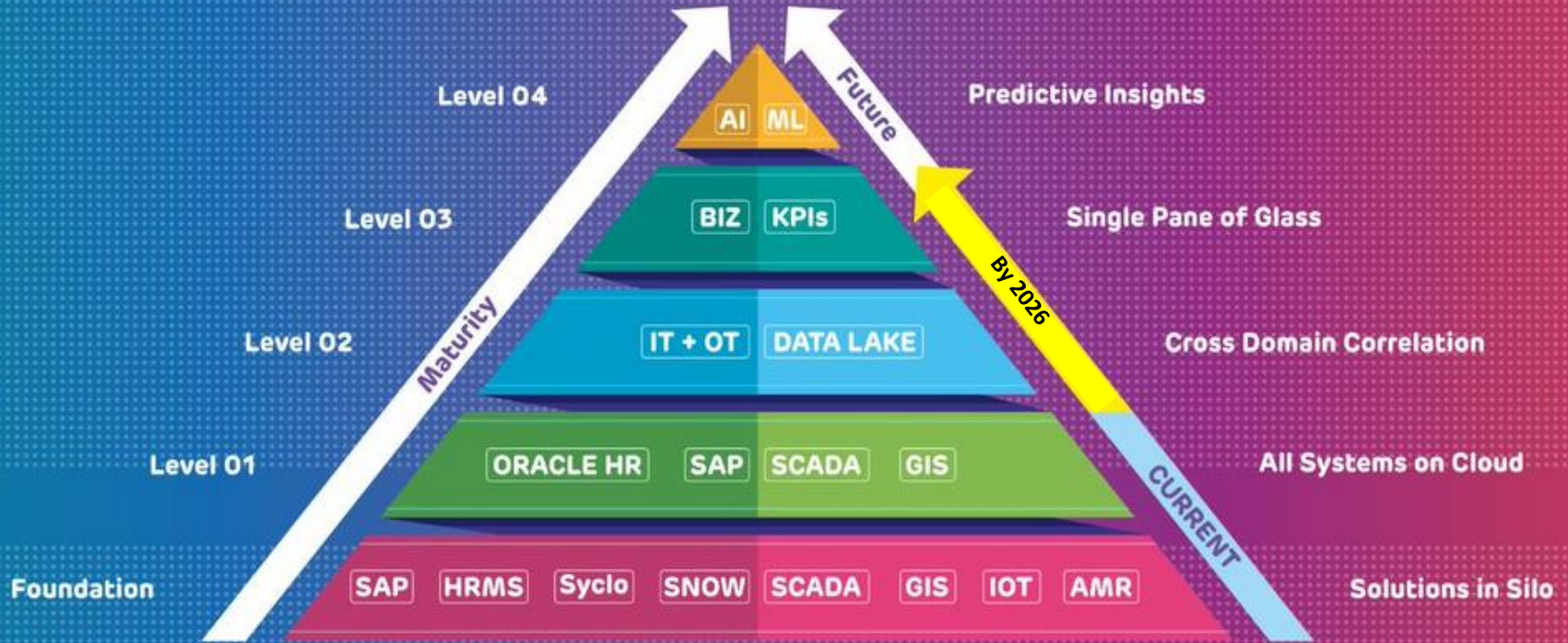
VAS

PRODUCTIZE SOUL






SOUL

ATGL Digitalization Maturity Model

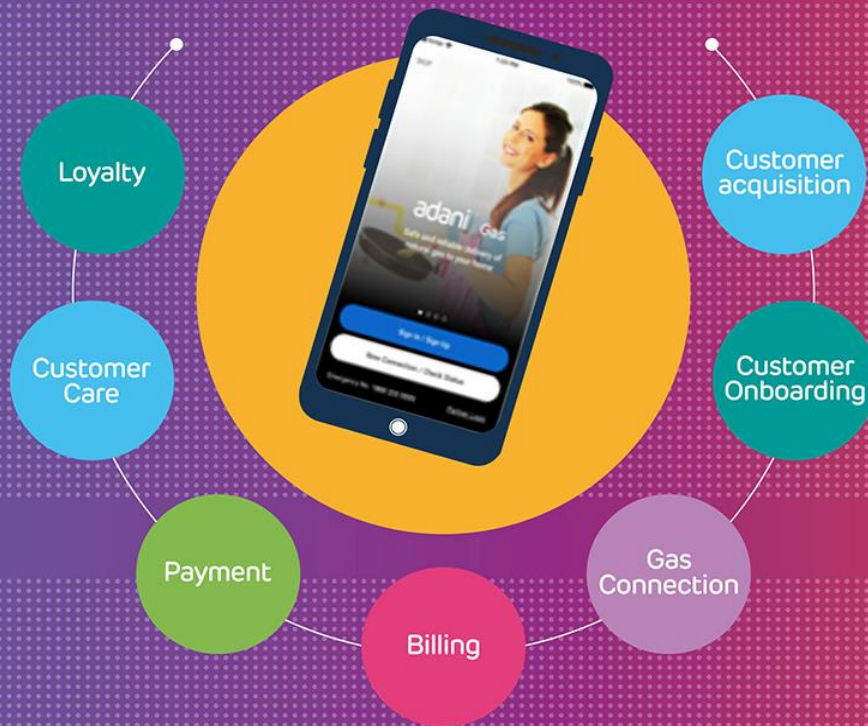


Digitalization Initiatives

 <ul style="list-style-type: none">• MyAdaniGas Platform	 <ul style="list-style-type: none">• Emergency Response Management System (ERMS)	 <ul style="list-style-type: none">• Partner Payment Portal (ePPP)• Touchless Revenue (TRM)	 <ul style="list-style-type: none">• Material Source Inspection System	 <ul style="list-style-type: none">• IoT based Sensors• Smart Meters
 <ul style="list-style-type: none">• Adani Gas Management System (Open access of our distribution network)	 <ul style="list-style-type: none">• Geographic Information System (GIS)	 <ul style="list-style-type: none">• ATG Nerv Centre	 <ul style="list-style-type: none">• Facial Recognition• IP based CCTV Camera at all locations	 <ul style="list-style-type: none">• 100% Digitization of Khurja
 <ul style="list-style-type: none">• CGD in a Box (IP)	 <ul style="list-style-type: none">• VTS (Vehicle Tracking System)	 <ul style="list-style-type: none">• IVRS (Integrated Voice Response Management System)	 <ul style="list-style-type: none">• DMS (Driver Management System)	 <ul style="list-style-type: none">• BOG (Boots on Ground)

Digitalization B2C Journey - MyAdani Gas App

My AdaniGas App



THE SOUL ARCHITECTURAL VISION

NATURAL GAS
 BIOGAS
 EV

SECURITY
 IT
 OPERATIONS
 SALES/ MKG/BD
 HSE
 HR
 FINANCE
 CUSTOMER DELIGHT
 TC

DATA SOURCES

- Sensor
- Applications
- Service
- Pictures
- Audio
- Video

DATEWAY

Data

Actions

SOUL DIGITAL PLATFORM



Data Lake



Symptom/
Fault



KPIs &
Targets



Business
Workflow



Actionable
Insights



Autonomous
Business
Operations



AI /ML Engine

Integrated IT/OT data

- SAP
- ORACLE Fusion
- Genetec
- Kronos
- GIS
- AMR
- VTS
- Smart Meter
- IOT Dispenser
- Solar
- EV
- FSM

Business Exception Management

- KPI, Limits and Targets
- Persona Based Exception feeds
- Configure business workflows
- AI/ML for anomaly and trends

Autonomous Decision Making

- Auto Monitoring of KPIs
- Analyze and generate Insights
- Self service/ Subscription of Insights
- Automatic Actions and control



Strategic
Insights



Autonomous
Operations



Unified
Customer
Experience

All functions in one platform

Business Functions

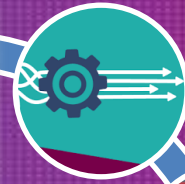
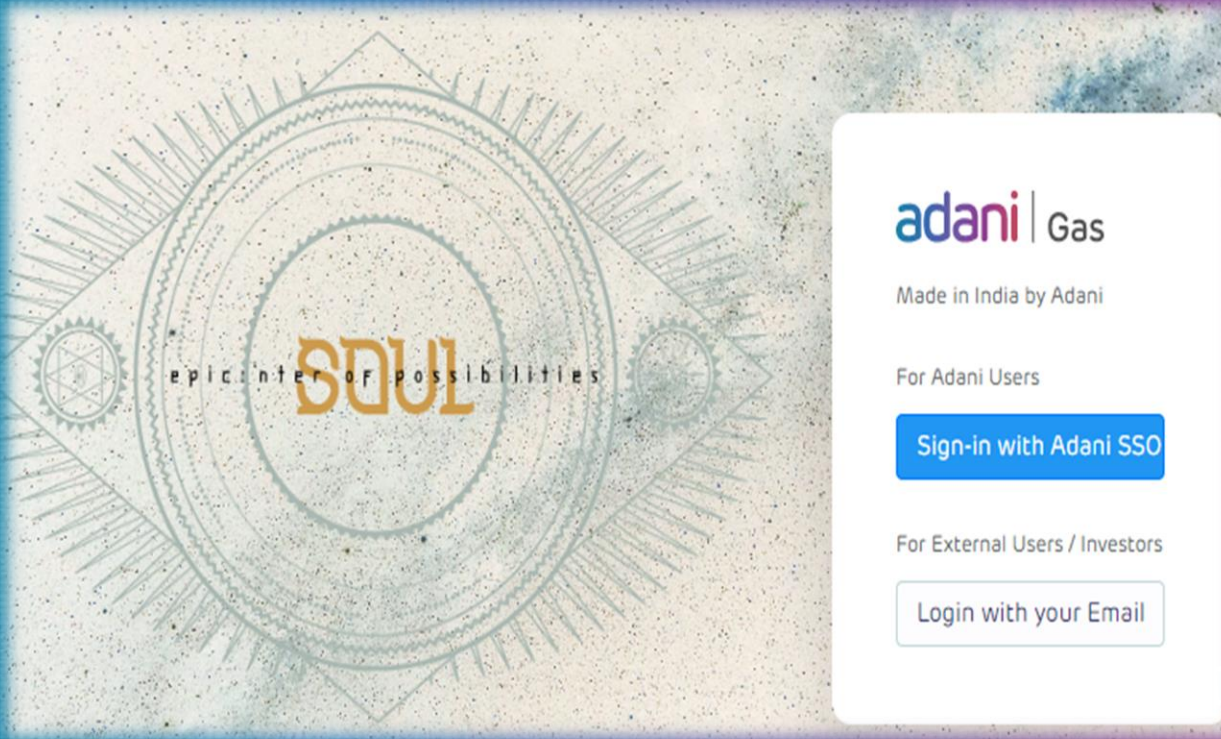


Unified Physical and Digital Ecosystem

Integrated Solutions



SOUL – A Glimpse of Digital Foundation



Standardization of Systems and Processes



Inspire Center SOUL Established



Automation and Rapid Scaling to new GAs possible



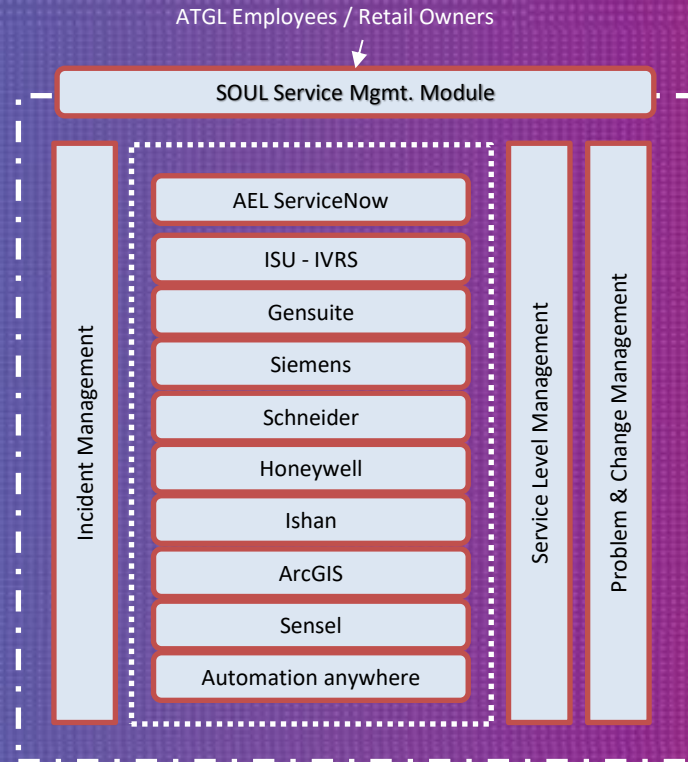
Platform set for new Technology areas AI / ML, predictive analytics etc.

Unified Physical and Digital Ecosystem

SCADA (300+ Stations)	Connectivity	OT Gateway	GIS	AMR	CCTV	VTS
<ul style="list-style-type: none"> •BRD •ARB •PO •Delivery •Installation •Commissioning <p>•80000 Tags to be configured</p>	<ul style="list-style-type: none"> •VSAT (400+) •MPLS •4G (6000+) •LoRa Wan (100+) •ILL <p>•500+ Connections</p>	<ul style="list-style-type: none"> •BRD •ARB •PO •Delivery •Installation •Configuration <p>•60 + Integration to Industry Cloud</p>	<ul style="list-style-type: none"> •BRD •ARB •PO •Delivery •Installation •Configuration <p>•35000 Tags configured</p>	<ul style="list-style-type: none"> •BRD •ARB •PO •Delivery •Installation •Integration <p>•6000+ Integration to SOUL</p>	<ul style="list-style-type: none"> •BRD •ARB •PO •Delivery •Installation •Commissioning <p>•1000+ Integration to SOUL</p>	<ul style="list-style-type: none"> •BRD •ARB •PO •Delivery •Installation •Commissioning <p>•500+ Integration to SOUL</p>

Way forward – Integrated Service Management

Ticketing Tool	Type
Ticketing - ServiceNow AEL	Integrate
Security - ERMS	SOUL SM
Service Management - SRMS	SOUL SM
SAP ISU – IVRS	Integrate
Security - Genuine	Integrate
SAP - Syclo	SOUL SM
PLC- Siemens / Phoenix	Integrate
SCADA - Honeywell	Integrate
MPLS - Ishan	Integrate
GIS - ArcGIS	Integrate
VTS - Sensel	Integrate
Automation other vendors	Integrate



- Goals**
- Increased accountability
 - Effective risk mgmt.
 - Improved flexibility
 - Increased expertise
 - Improved governance
 - Improved service quality



FUELLING FUTURE, TODAY

Delivering World-class Customer Experience, Completely Automated Business Processes
with Industry Leading Tools and Technologies!

adani

Growth
with
Goodness

Thank You

