



## CASE STUDY

# Greasing the Wheels

### Milton Roy's Aftermarket Expertise Helps Oil and Gas Industry Customers Improve Equipment Performance, Streamline Production Processes

## THE GOOD OIL

The oil and gas company was impressed with the support that it obtained from Milton Roy and our ASC's service experts. In addition to the promptness with which the pump overhaul was completed, they were pleased with the progress updates and reports they received regarding the scope of the repair throughout the process. Since the first dosing pump was repaired, the customer has already submitted five more maintenance orders for the pumps used on their offshore platforms, with an additional two pump overhaul requests for quotation now being discussed.

Thanks to the extensive technical expertise of our engineers, the oil and gas producer has managed to effectively resolve a dosing pump failure that was seriously hampering their critical processes. The already completed dosing pump repair and the maintenance work that is scheduled to be carried out in the near future will provide the company with continuous and accurate chemical injection capabilities, resulting in increased reliability, reduced downtime and optimized operational costs that are ever so important in the oil and gas industry.

Dosing or metering pumps play a crucial role in the oil and gas industry, helping companies maximize production flow by optimizing a broad range of processes in upstream, midstream, and downstream applications. For example, such pumps provide accurate chemical injection to prevent hydrate formation and corrosion in onshore and offshore wells and during pipeline and on-vessel transportation, and to ensure proper refined product separation and treatment at refineries and petrochemical plants. The dosing pumps utilized in the extraction and processing of oil and gas need to meet stringent reliability requirements as any pressure equipment malfunction can lead to a serious disruption of production activities and have a significant negative financial impact for the fuels' producers. Therefore, ensuring preventive maintenance and timely repairs when a failure happens is key to avoiding a costly standstill, and this can only be achieved by using OEM spare parts and relying on highly qualified and experienced service experts.

## Cooking with Gas

Milton Roy, an Ingersoll Rand business and a leading provider of customized pumping solutions for oil and gas production with decades of industry expertise and a track record of tens of thousands of completed installations, has recently taken prompt action to address one of its customer's urgent maintenance needs. The client, one of the leading oil and gas producers in the Middle East with offshore fields located in the Persian Gulf, reported pumping issues that caused frequent operational downtime.

As the equipment failure was preventing the accurate injection of chemicals in accordance with the PPM (parts-per-million) requirements used in oil and gas extraction and processing, a timely response was needed to make sure that the customer's operations were not severely disrupted. Unfortunately, with the global Covid 19 pandemic raging on and pandemic-related restrictions set in place in many parts of the world, any on-site repair and maintenance activity performed by us as the OEM was not possible on an offshore platform.

A different solution had to be found, especially since the customer had no internal capabilities to do the repair. Based on Milton Roy's recommendation, the oil and gas producer decided to send one of its dosing pumps over for inspection, overhaul and testing to our local Authorized Service Center (ASC) partner in the Middle East region. The ASC experts quickly identified and sourced the spares which were necessary to restore the pump's optimal performance, and the pump was sent back to the customer within a short period of time.