

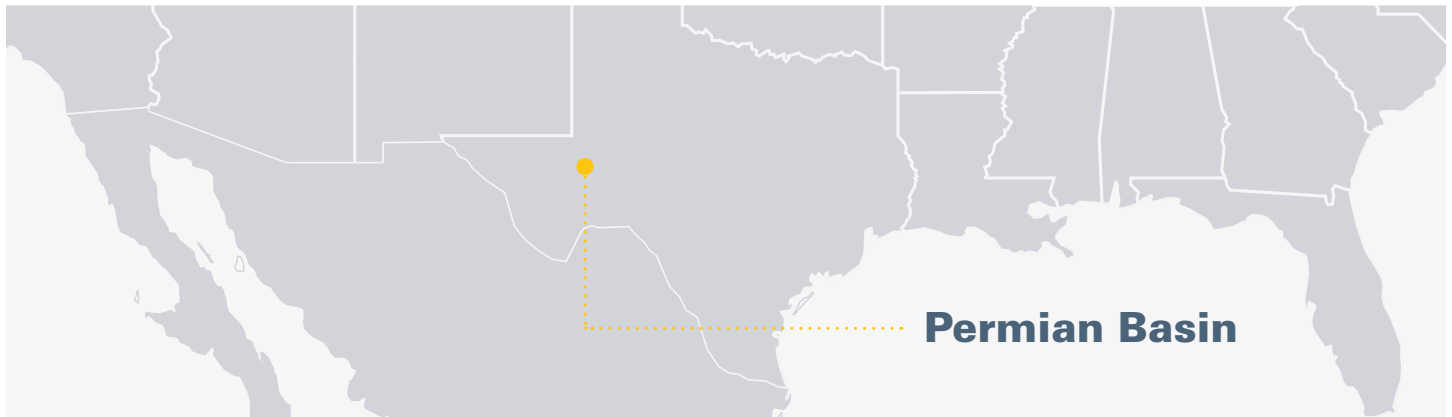
SPM[®] Edge

Services Pumps in Record Time.

SPM[™] Oil & Gas

A Caterpillar Company

Case Study



SPM[®] Edge Services

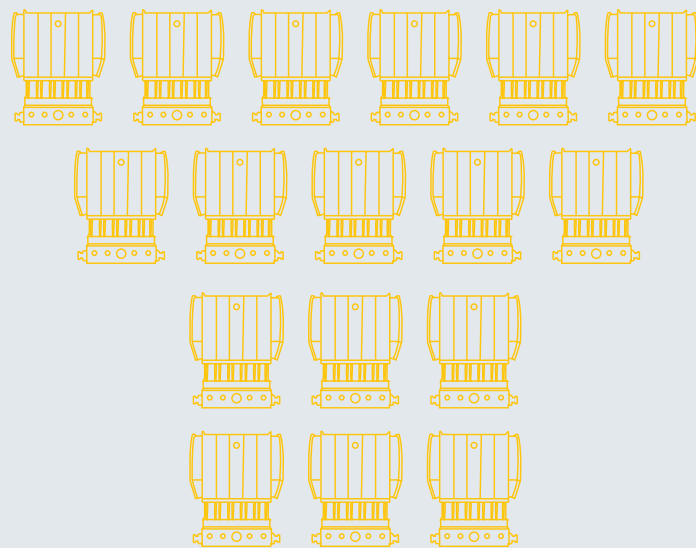
Our approach at SPM Oil and Gas is to ensure every aspect of your pressure pumping operation is serviced with an engineering mindset, so you can overcome challenges to slash downtime and compete to win. With locations no more than three hours from every North American Basin, the SPM[®] Edge Services team is readily available to provide the repairs, parts and support you need.

THE FACTS:

- Serviced 17 pumps in 10 days, enabling customer to start job on-time.
- 13-point pump inspection process optimizes the repair process to ensure quality back into the field.
- SPM Oil and Gas has an unwavering commitment to customers and quality.

TOTAL SAVINGS

SPM[®] Edge services team completed pump inspections in just 1 1/2 day per pump.



17
pumps serviced



10
days

EDGE
THE SERVICE ADVANTAGE

PERMIAN BASIN CASE STUDY

THE CHALLENGE

At SPM Oil and Gas, we understand that our ability to respond can directly impacts our customers' ability to deliver to their customers. This was the case with a recent pump inspection project SPM Oil and Gas was contacted to complete.

One oil and gas service company had a tight timeframe to begin a new frac job in the Permian basin. This customer runs its frac pumps at more than 12,000 psi in the region, so the company engaged SPM Oil and Gas to ensure its pumps were in prime condition to begin the new job.

The customer needed 17 pumps inspected and all wear components replaced so their equipment could head to the job site within two weeks; a process that would normally take at least 30 days.

THE APPROACH

With support teams no more than three hours from every North American basin, the SPM® Edge Services team leapt into action to ensure the customer started the high-pressure, hi-rate job not only on time but also with all necessary pumps in quality condition. To make it happen, engineers and technicians from three service locations convened at the SPM Oil and Gas Midland service center to inspect and service the 17 pumps in record time.

Service technicians conducted SPM Oil and Gas' signature 13-point pump inspection on each piece of equipment, replaced necessary wear items and inspected each pump's lubrication system, reporting to the customer required maintenance actions. A yard test was conducted for each pump to confirm its performance. SPM Oil and Gas was able to complete servicing in just 1 ½ days per pump – a process that typically takes 3x longer.

THE RESULTS

SPM® Edge Services returned the customer's 17 pumps to them in just 10 days as a result of our ability to deploy our large network and take an 'all hands-on deck' approach to the time-sensitive request. By leveraging service teams from Midland, Ft. Worth and Kilgore, we were able to perform necessary maintenance in record time without sacrificing quality or shortcutting the engineered process SPM Oil and Gas follows.

The customer started its project on-time and its pumps are performing, with no unexpected downtime, as a result of SPM® Edge Services commitment and quick action.

THE SOLUTION

SPM® Edge Services is everywhere customers need to be, offering the largest global network of service locations to provide service repairs and upgrades, rapid delivery expendable equipment as well as field technicians and engineering technical experts in every major basin around the world. In North America service centers and teams are never more than three hours away.

SPM® Edge Services supports operators with a comprehensive three-pronged approach:

- An engineering field assist team delivering root cause analysis, and field team training to ensure customers reduce non-productive time and improve operational output on the frac site.
- Repairs rooted in a traceable engineering process to ensure quality aftermarket support delivered by SPM Oil and Gas' global service center footprint including pump and flow inspection, repair and upgrade.
- Customer empowerment tools, such as the SPM® Edge Edu portal, to strengthen operator field teams, optimize maintenance and improve asset management by putting engineering expertise in the palm of workers' hands. SPM® Edge Edu includes technical manuals and instructional video tutorials on everything from cleaning and inspecting your SPM® EXL Fluid End, to valve and seat removal and more that can be accessed from a smartphone, tablet or laptop anywhere in the world 24/7.

