Decision Support Centers Service
Optimize decision making and operational efficiency

Integrated with Remote Operations Services workflows and global technology experts, the Baker Hughes Decision Support Centers (DSCs) provide remote communication and data management in real time for effective data utilization to achieve more efficient operations.

Make better decisions with the right expertise
Baker Hughes Decision Support Centers enable complete remote visualization and collaboration to support global operations from one centralized location. Our experts collaborate remotely with yours to understand specific project requirements and deliver the right solution. Real-time communication with our subject matter experts (SMEs) allows you to make better decisions which have a positive impact on problem avoidance, health, safety, and environmental (HSE) footprint, non-productive time (NPT), risk, and other logistical costs.

The Decision Support Centers offers:
- Improved decision making capabilities: assist business units with field data for thorough data analytics
- Operational KPIs: real-time monitoring of efficiencies, days/depth and cost factors
- Standardize process and procedures: well control and logging standards
- Value services: remote monitoring and visualization for drilling, completion and production optimization
- Data mining: assist in well design and planning
- Reporting: daily updates and distribution
- State of the art exception based monitoring software
- Event tracking and post event analysis
- Reporting: daily updates and distribution

Reduce the risk
The ability to collaborate, and manage situations remotely and in real time, removes the need for your experts to travel to the physical locations of your operations. By having fewer personnel on the rig and travel resources deployed, HSE risk and associated costs can be significantly reduced, resulting in more profitable and safer operations.

Applications
- Flexible deployment solutions depending on your needs or country regulations
- Special projects requiring dedicated resources for monitoring data and performance

Features and benefits
- Real-time collaboration and remote visualization provides
  - First hand real-time awareness of operational progress and challenges
  - Enables proactive decision making
- Enhanced collaboration, central location
  - Reduces travel time / cost
  - Reduces offshore footprint
- Enhanced scalability
  - Focused use of data
  - In-company/country data storage
  - Improves operational efficiency
- Vendor agnostic
- Ensures that existing and new systems can communicate with other non-Baker Hughes system
- Supports industry standards for data communication
High degree of flexibility to meet specific customer needs

The DSCs become an extension of your wellsite by integrating and deploying a combination of multi-skilled and cross-trained personnel in onshore and offshore locations as required, supported by technical experts in drilling optimization, petrophysics, and tool operations. This strategy can be tailored for a short-term or permanent solution.

Short term solutions:
- A dedicated team of Baker Hughes experts are assigned to monitor specific operations in Baker Hughes Decision Support Center
- Deployment of experts and hardware in the customer’s facility
- A combination of the two previous solutions

Permanent solution:
- Infrastructure built for the customer running selected Baker Hughes applications where the data remains inside the customer’s firewall at all times.

Stationed in Baker Hughes facilities or in customer Real-Time Operations Centers (RTOC), BEACON™ Service uses a secure hosting and storage delivery platform that enables pre-job planning, data quality assurance and control, KPI monitoring, managed alarms (well control or unplanned event detection), post-job analysis and reporting. With these managed services, you can improve operational decision-making, reduce invisible lost time, avoid potential drilling problems, and ultimately improve operational efficiency.

24/7 support

When connected to DSCs, experts support your team’s operations anytime, anywhere, and from multiple devices with collaboration over secure data connections. Baker Hughes’ solutions are compatible with other non-Baker Hughes systems, which ensure that all existing and new systems can work together. A central management system will be installed to enable orchestration of resources, video conference and data systems through workflows for the multiple sources.

Visit Bakerhughes.com/DSC to find out more about how our Decision Support Centers can help you optimize your decision-making process and operational efficiency.