

Atmos Maintenance

Atmos “Go Beyond” system support services

The Atmos International customer care division’s global team of multi-disciplined engineers is specially trained to deliver total customer care services that go far beyond best industry practices. The Atmos “Go Beyond” system support service can optimize your Atmos systems today and promote continuous improvement of those systems for their entire life cycle.

Designed to support your vision for safe and efficient pipeline operations, our service helps you maximize pipeline operations and “Go Beyond” a rising tide of regulatory requirements.

Atmos support services assure all your Atmos applications—such as leak detection, simulation, and operations management tools like pig tracking, batch tracking, and pump optimizers—are supported from the first contact with the sales team until the system is decommissioned. We act before you react.



Maintenance tracking and scheduling

Our leak detection system (LDS) reliability metrics are regularly evaluated to determine whether additional action is needed to prevent future issues that adversely affect LDS performance. These reliability metrics are reported to pipeline operators’ management on a regular basis and can be linked to pipeline operators’ overall Pipeline Leak Detection Program performance metrics, key performance indicators (KPIs), and targets.

Overall performance evaluation of leak detection systems

Our service includes reports to facilitate clients’ internal and external reviews of their leak detection programs in accordance with API RP 1175.

Internal review

- Evaluate performance metrics and suggest changes if needed
- Review performance monitoring plan and target changes
- Document tuning efforts and testing results
- Offer feedback from the alarm management process
- Document new operator training and operator refresher training
- Report notable instrument maintenance activities
- Document system changes to control Management of Change
- Review the overall strategy for gaps and suggest improvements

External review

We can help you benchmark your KPIs against the performance of similar pipelines, per the recommendations of API RP 1175.

KPI design

We can implement well-designed KPIs to measure leading indicators such as sensitivity and accuracy as well as lagging indicators such as robustness and reliability, and document how LDSs and other pipeline application systems are functioning in order to help achieve the overall objectives of your corporate leak detection program and your pipeline operations strategy.

Rapid support assurance

Urgent issues such as leak alarms and warnings, evidence of product loss, or instrument faults are addressed immediately. Potential risks are identified and communicated.

Our service assures system users have fast access to the customer support engineer assigned to support them.

A qualified engineer is always immediately available to attend to troubleshooting inquiries, questions, or concerns received via phone and email during office hours, and can provide remote incident support given high-speed system access.

Atmos International
Email: info@atmosi.com

UK
St Paul's 781 Wilmslow Road
Manchester M20 2RW
Tel: +44 161 445 8080
Fax: +44 161 434 6979

USA
14607 San Pedro Avenue Suite 290
San Antonio TX 78232 USA
Tel: +1 210 562 3164
Fax: +1 714 520 5326

3100 E. Miraloma Ave Suite 240 D
Anaheim CA 92806
Tel: +1 714 520 5325
Fax: +1 714 520 5326

Latin America S.A.
Edificio Murano
piso 2 oficina 23
147 Radial
200 mts N. de la Cruz Roja
Santa Ana San José
Costa Rica 10901
Tel: +1 (714) 783-3962

People's Republic of China
705 RuiChen International Center
No13 Nongzhanguan South Road
Chaoyang District Beijing 100027
Tel: +86 10 65033031- 808
Fax: +86 10 65033085

Russian Federation
Office 1012, 1013
Marshal Rybalko St. 2
Moscow 123060
Tel: +7 499 918 4140

Our service assures preferential rates for work, training, or additional services carried out under the service agreement, and includes annual remote operator refresher training. We also supply site training at a reduced fee to encourage pipeline operator participation.

Additional options

All-hours support

Clients can add an all-hours support option to their maintenance contract. In the event of a critical issue with the Atmos system, the customer can at any time contact an engineer by telephone to assess the reported issue or, if the customer offers high-speed system access, to remotely analyze the issue.

Theft Net

Theft Net can be included as part of a 24/7 monitoring agreement, or alternatively, a customer can contract for telephone access to an Atmos engineer who will access the system remotely when theft is suspected, determine if a theft has occurred, analyze any theft signature, and provide a location estimate.

Upgrades and new technology

Major software updates are available at a reduced cost to customers with a current support service agreement, including multi-method technologies, portable hardware, and non-intrusive hardware easily retrofitted to existing pipelines and requiring no additional infrastructure.

Optional site visit

We encourage the scheduling of annual site visits so that Atmos can observe your system directly and interact face-to-face with its operators. This assures a greater understanding of the system from both Atmos's and your perspectives. These visits can be arranged at a significantly discounted rate.



Mining



Oil



Gas



Aviation



Chemical



Multi-phase



Water

GO BEYOND

ATMOS
INTERNATIONAL

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About Atmos International

Founded in 1995, Atmos International provides pipeline leak and theft detection, simulation technology, instrumentation and engineering services to the energy, water, aviation and associated industries. Atmos is the first choice of most pipeline companies worldwide, and is extensively used by major operators like Shell, BP, ExxonMobil, Petrobras, Enbridge and Total. With associated offices in the USA, China, Russia, Singapore, Indonesia, Colombia, Ecuador, Peru and Costa Rica, and local agents in 28 countries, our multi-cultural and multilingual team is dedicated to effective global support for the lifetime of our products all over the world.

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