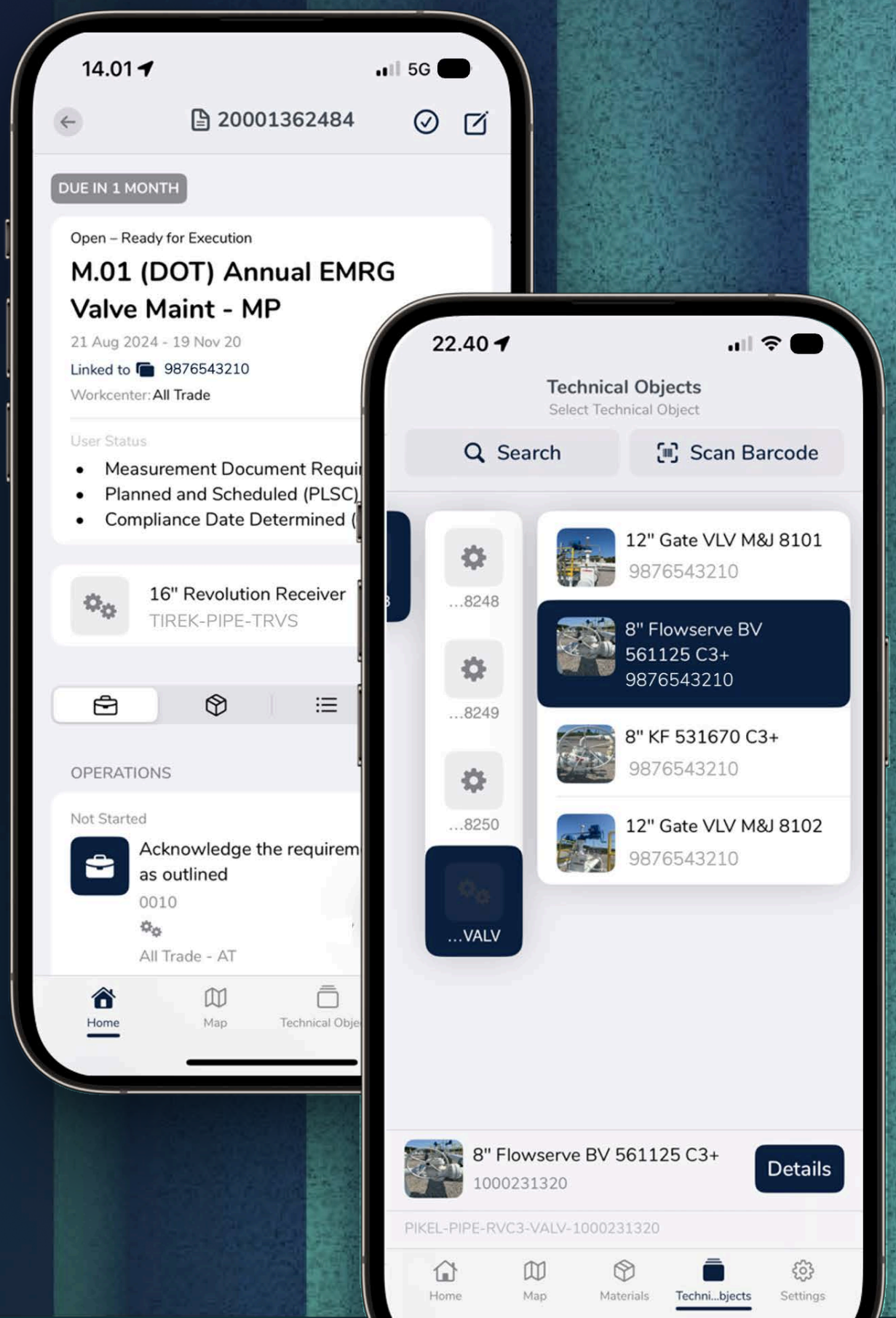
SUCCESS STORY

How Energy Transfer *mobilized SAP maintenance* for 8,000+ technicians.

8,000+
field technicians

130,000
miles of energy infrastructure

SAP BTP
no custom ABAP



Industry	Oil & gas midstream
Product	FastWork on SAP BTP

01 — THE CUSTOMER

A *complex* operational landscape.

Energy Transfer LP is a publicly traded master limited partnership (MLP) headquartered in Dallas, Texas. It is one of the largest and most diversified midstream energy companies in the United States.

The company's operations focus on the gathering, processing, storage, and transportation of natural gas, natural gas liquids (NGLs), crude oil, and refined products. The company manages over 130,000 miles of energy infrastructure. By integrating these various segments, Energy Transfer offers end-to-end services across the energy value chain.

Field technicians play a critical role in the safe and efficient operation of the company's vast network of pipelines and associated facilities. Their proactive approach to maintenance and safety, combined with their technical expertise, is vital to minimizing disruptions, safeguarding the environment, and ensuring the uninterrupted flow of energy products.

02 — THE CHALLENGE

From complex IT systems to *intuitive mobile solutions.*

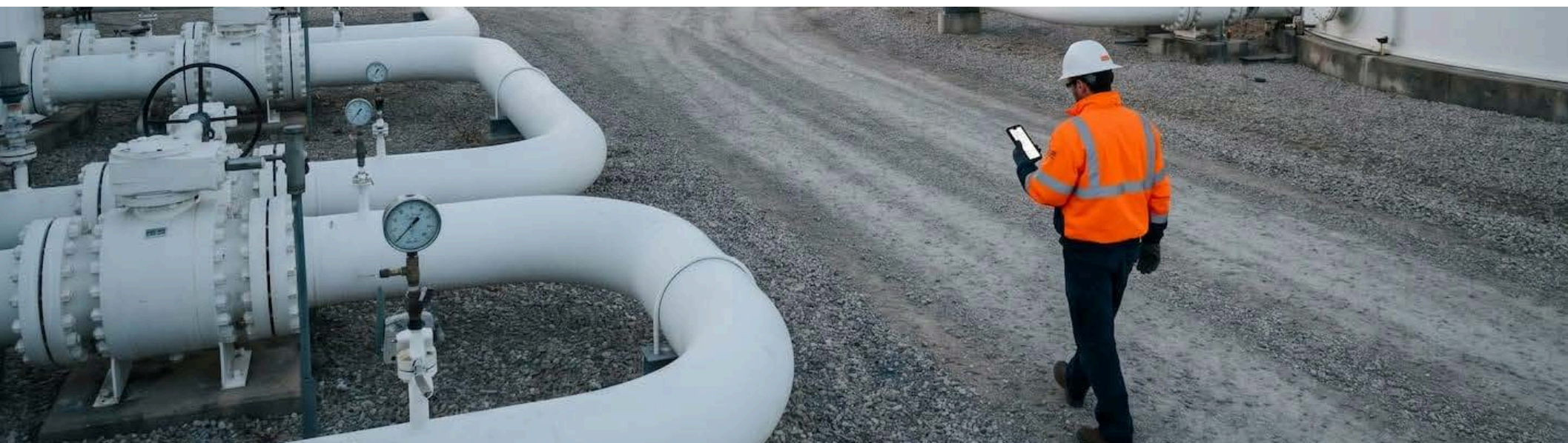
Energy Transfer recognized the need for a mobile-first solution to empower its more than 8,000 field technicians to execute maintenance work efficiently—whether online or offline. Their primary criteria for a solution included:

01 Full offline capabilities with real-time, seamless synchronization.

02 A highly intuitive interface requiring minimal training.

03 A flexible and supportive solution provider.

With the above selection criteria as the focal point, Energy Transfer chose FastWork by Arkyn, a highly user-friendly mobile application built on the SAP Business Technology Platform (BTP).



03 — THE SOLUTION

A *tailored solution* for field service technicians.

With FastWork, Energy Transfer introduced a solution specifically designed to simplify field operations. The application offers offline functionality, enabling uninterrupted work in remote areas where connectivity is limited.

The easy-to-use mobile application for asset maintenance on top of SAP radically improves reliability by means of readily accessible equipment maintenance history and user-generated asset data such as 3D model capture and audiovisual content.

Furthermore, the app's intuitive and user-friendly design has resulted in minimal training of Energy Transfer's employees, allowing for swift and widespread adoption among technicians. The fast implementation process emphasized flexibility and actively involved end users, with super-users and testers playing a key role in shaping the final solution configuration and composition.

04 — THE RESULTS

Rapid adoption, *measurable results*.

Since its rollout, the FastWork solution has transformed Energy Transfer's field operations. Early results highlight:

01
Accelerated adoption rates, with close-to-zero training needed.

02
Enhanced accuracy in SAP, boosting overall operational efficiency.

03
Consumer-grade user experience with unparalleled speed and excellent performance.

04
Improved technician satisfaction, as frontline workers now have an easy-to-use tool at their disposal.



“The most impressive feature of the FastWork app—branded internally as MyWork by Energy Transfer—is its intuitive design. You can pick it up and immediately understand how to navigate and use it. This mobile tool seamlessly extends our SAP maintenance processes, while adding native capabilities like speech-to-text and object scanning, and it has been very well received by our field service technicians.”

Randall Grogan, Sr Director – IT SAP & Financial Applications

05 — LOOKING AHEAD

Key learnings and *future potential.*

Energy Transfer’s experience demonstrates the importance of involving end users from day one and designing solutions specifically tailored to real-world conditions. Moving forward, the company plans to expand FastWork’s capabilities, leveraging AI and augmented reality to further enhance efficiency and enable even more processes in the field.

With FastWork, Energy Transfer has not only bridged the gap between field operations and SAP processes but also set the stage for future innovation powered by AI.

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