KBC

A Yokogawa Company

Integrated Operations Centre Design Service

Market demands, workforce changes, and technological advancements, along with the drive to reduce operating costs and enhance safety, are accelerating the shift toward centralized hubs where cross-disciplinary teams monitor and manage field operations remotely.

Whether managing a new plant, transitioning to autonomous operations, or implementing unmanned facilities, businesses must adopt advanced technologies and innovative work models to enhance collaboration and improve performance.

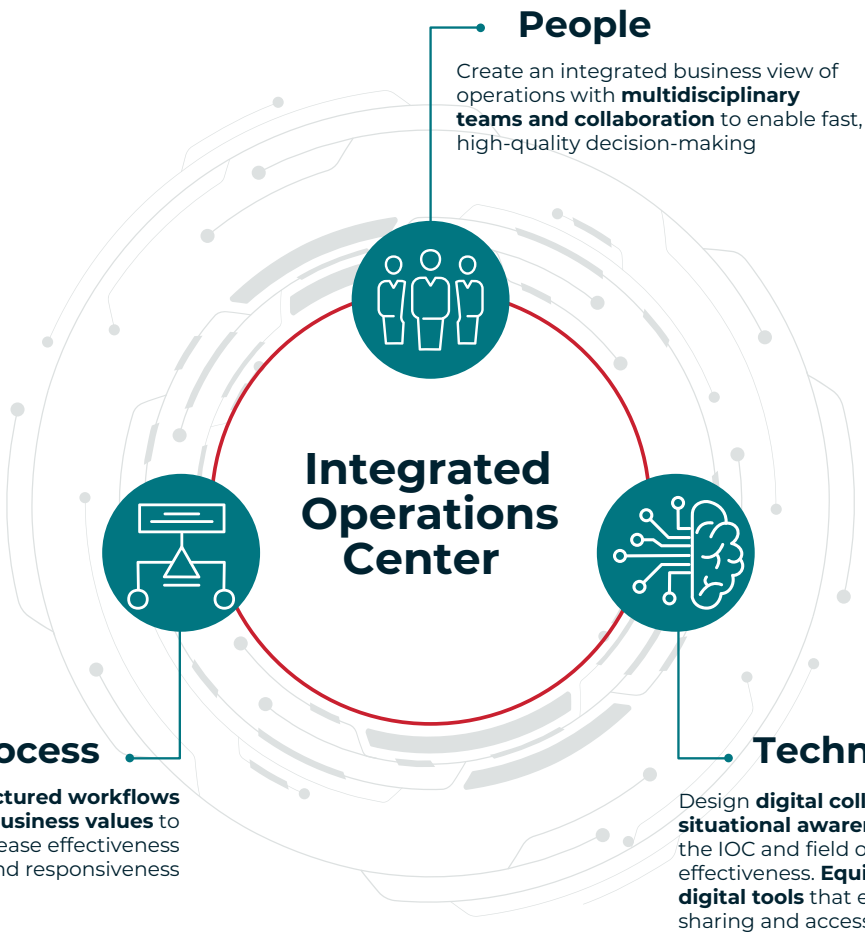
Bringing **DECARBONIZATION** *to Life*®

Creating Sustainable Business Value

KBC's Integrated Operations Centre (IOC) design services take a holistic approach, ensuring that people, processes, and technology are seamlessly integrated to create a future-ready operating model that creates sustainable business value. A KBC-designed IOC fosters collaboration between physical and virtual, cross-disciplinary teams, enabling swift, more informed decision-making by integrating key expertise.

30% *of companies plan to begin autonomous operations within* **3 years***

*The Outlook for the Shift to Industrial Autonomy



People

Create an integrated business view of operations with **multidisciplinary teams and collaboration** to enable fast, high-quality decision-making

Process

Design **structured workflows aligned to business values** to increase effectiveness and responsiveness

Technology

Design **digital collaboration spaces and situational awareness displays** within both the IOC and field offices to enhance workflow effectiveness. **Equip field workers with digital tools** that enable real-time information sharing and access, ensuring seamless coordination across teams and locations

As an operations-centric hub, the IOC not only streamlines core operational activities but also integrates key business functions as needed. By leveraging a structured business data model, it identifies who needs to be involved in decision-making and ensures timely communication as information evolves. This data flow process is designed into revised workflows that break down silos, promote complete operational information sharing, and enable a more agile response to operational challenges.

The IOC can also serve as a strategic enabler for broader business initiatives. It can seamlessly interact with digital transformation technologies, ensuring alignment with an organization's DX roadmap, while also embedding best practices for human and organizational performance through our **Operational Team Effectiveness** standard. With this approach, the IOC becomes a dynamic, intelligence-driven command center, driving continuous improvement and business resilience.

The IOC is one of three core pillars in our **Operational Performance Improvement** program. It is complemented by **Change Management** - a structured approach to managing risk and ensuring business readiness for a safe and seamless transition to a new operating model - and **Operational Team Effectiveness** - a holistic focus on human performance that emphasizes leadership, team development, and optimal staffing. While each pillar delivers value independently, the greatest impact is achieved when all three are integrated and addressed as a unified framework.

What are the Key Components of IOC Design by KBC?

People often think of the video walls and physical space as the main aspect of IOC design. At KBC we have a holistic view of the IOC solution where the focus is on the organization, integration of teams and new ways of working more effectively together to realize additional value and reduce costs.

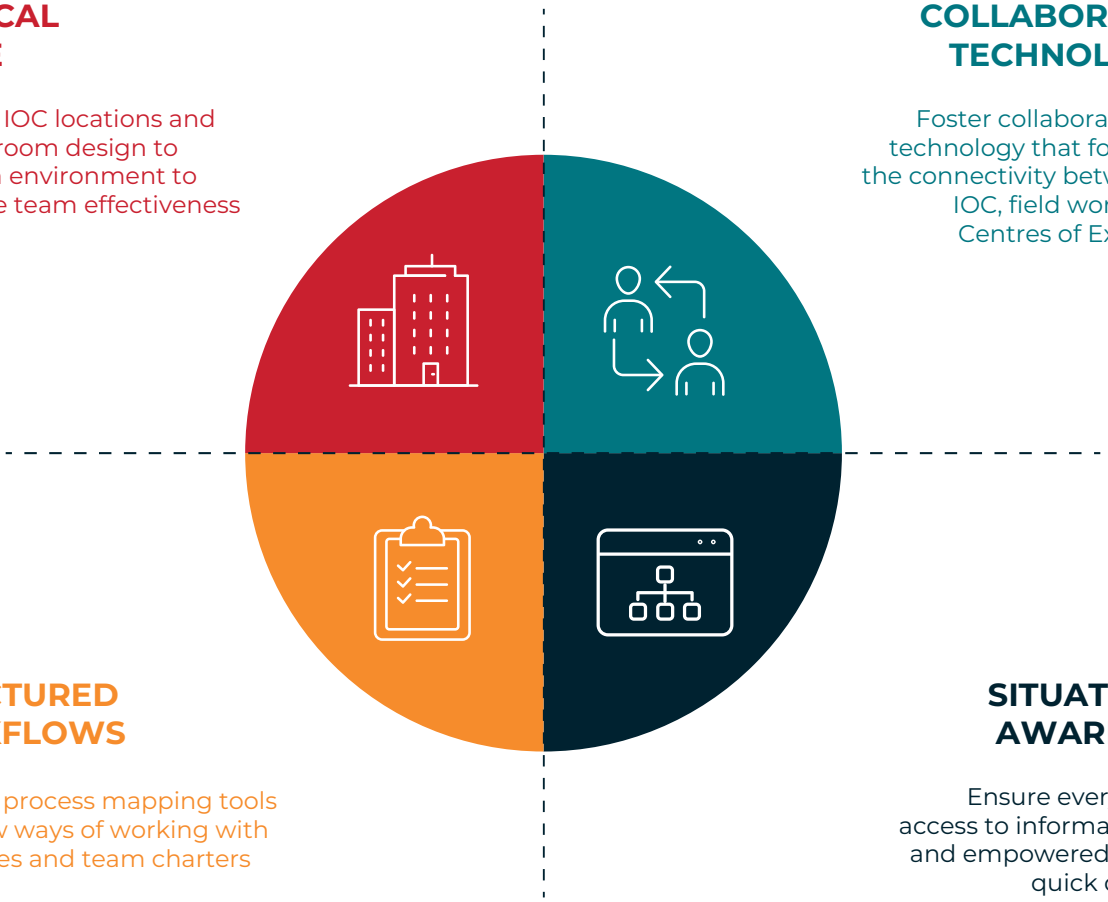
KBC, Yokogawa and its partners deliver detailed technical solutions using guidance from the IOC design team to align with the client's IOC operational vision.

PHYSICAL SPACE

Consider IOC locations and physical room design to create an environment to maximize team effectiveness

COLLABORATION TECHNOLOGIES

Foster collaboration with technology that focuses on the connectivity between the IOC, field workers and Centres of Excellence



STRUCTURED WORKFLOWS

Business process mapping tools align new ways of working with job profiles and team charters

SITUATIONAL AWARENESS

Ensure everyone has access to information 24/7 and empowered to make quick decisions

Situational Awareness

A key area of interest in IOC design is situational awareness. Operators who move from a traditional local Control Room to an IOC environment flag reduced situational awareness as their number one concern. Losing direct face-to-face interaction with field operators and plant staff risks losing the implicit knowledge and information sharing those interactions can bring. Collaborative technologies or digital field worker solutions enhance the connectivity between control room and field operator, making their real-time communications and data sharing connectivity better than before.

IOC design methodology approaches situational awareness in two ways:

1. Defining the situational awareness data model; the must-know information sets for all IOC workers. Once we have a clear understanding across all the IOC teams about who needs what information, we build solutions to explicitly feed real-time data to all those who need it at individual and team level. This makes all key information visible and breaks down data silos.

2. Assign *push* and *pull* classification to situational awareness data. Workers receive *push data* as it updates in real-time with notifications and always-on displays, and can *pull data* on demand depending on their current tasks. Yokogawa's Operational Real-time Management System (ORMS) is a cloud-based solution which can be used to easily gather and display business centric views on all industrial data.

At KBC we have a unique capability using our operational change management expertise to deliver, complete long-term business solutions. Get in touch with an expert to:

- Understand how IOC design can affect new operating models
- Discuss how to design a virtual IOC without constructing or adapting a new office space
- Examine which IOC model best fits your business strategy
- Address situational awareness concerns in a remote operations center

Contact KBC: www.kbc.global/contact-us info@kbc.global