White Paper: Enabling Digital Transformation in a Major Gas Processor

Executive Summary

A major integrated natural gas liquids (NGL) processing and fractionation operator recognized the need to modernize its operations to remain competitive in an evolving energy market. Legacy systems, siloed business processes, and increasing operational risk threatened reliability and profitability. Hatchpoint's principal consultants engaged directly with the company's executive leadership to define a digital transformation roadmap that aligned business strategy, operational processes, and technology enablement. By leveraging advanced data analytics, automation, and a structured change management approach, the company established the foundation for a sustainable digital journey and improved resilience in a volatile market.

Industry Context

Gas processors across the globe are under mounting pressure to:
- Operate reliably under volatile commodity and market conditions.
- Reduce risk across production, logistics, and commercial operations.
- Meet growing sustainability, ESG, and efficiency expectations.

Digital transformation — supported by advanced analytics, predictive capabilities, and integrated operations — is a critical enabler for achieving these goals. By focusing on organizational readiness, business process modernization, and scalable technology architecture, operators can reduce downtime, increase safety, and unlock new value streams.

The Challenge

- Complex gas gathering, fractionation, storage, and marine export operations with limited digital integration.
- Fragmented processes and siloed decision-making restricting cross-functional visibility.
- Reactive risk management due to absence of advanced analytics and predictive monitoring.
- Leadership intent to modernize but without a clear digital strategy tied to measurable business outcomes.

The Hatchpoint Approach

Hatchpoint's principal consultants led a multi-phase digital engagement designed to create a clear, actionable transformation roadmap:

1. Digital Readiness & Discovery – Conducted a comprehensive maturity review across production, logistics, maintenance, and commercial functions to establish a digital baseline.
2. Future State Design – Defined the integrated 'To-Be' digital enterprise, incorporating predictive analytics, advanced process control, and unified KPI frameworks.
3. Gap Analysis & Prioritization – Identified gaps across technology, people, and processes

and created a practical roadmap with achievable milestones.

4. Executive Alignment & Change Management – Engaged the CEO, CTO, and CFO to sponsor and drive digital culture adoption across functional silos.

5. Sustaining Digital Value – Built a governance structure to measure impact, adjust strategy, and ensure long-term business value.

The Outcomes

- Clear Digital Roadmap: A phased plan linking technology initiatives directly to business drivers, safety, and operational excellence.
- Value-Based Automation: Deployment of plant safety, operations management, and quality control automations enabling analytics-driven insights.
- Data-Driven Decision Making: Integration of predictive analytics reduced unplanned downtime by ~15% and improved process reliability.
- Commercial Agility: Enhanced feedstock and shipping visibility enabled better market responsiveness and margin capture.
- Cultural Shift: Executive-led digital adoption created a stronger data-driven mindset and long-term digital readiness.

Value Delivered

- Strategic Clarity: A well-defined digital roadmap tied directly to the company's growth, safety, and operational excellence goals.

- Operational Performance: Predictive analytics and advanced automation reduced unplanned downtime by ~15% and increased plant reliability.

- Commercial Advantage: Better feedstock visibility and shipping optimization improved market agility and margin capture.

- Cultural Shift: Executive-led adoption created a more data-driven and digitally ready workforce.

- Future-Ready Platform: Scalable architecture to enable future digital services and revenue opportunities.