

Atmos Maintenance



Atmos “Go Beyond” system support services

The Atmos International (Atmos) 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, 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 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.

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' and your perspectives. These visits can be arranged at a significantly discounted rate.

We are deeply passionate about technology, innovation and customers, with a purpose to deliver the best pipeline leak detection, simulation solutions and customer service in the industry. More than 1,500 pipelines and 60 countries within the oil, gas,

chemical, water, aviation and mining industries benefit from our technology. R&D's continuous innovation for better performance and reducing deployment costs makes it possible for every pipeline to have the best integrity monitoring tools.

Excellent customer service gives pipeline operators more sensitive and accurate solutions. As the world's leading leak detection provider, we help ensure any leak is detected reliably and located accurately.

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