

Offshore NOC Facilitation For Energy Services Company

A BRIEF

One of the leading worldwide provider of oil and gas equipment and components upgrades to 24/7 modern state continuous network monitoring.

BUSINESS CHALLENGES

A large oil and gas services company was having difficulty scaling its' Networking Operations team worldwide and determined that its network engineers were spending too much time finding, diagnosing, and resolving low-level circuit and router problems. The WAN has grown recently to over 250 remote locations globally, including oil drilling stations and offshore oil platforms, many operating on generators rather than 'clean' power.

BUSINESS NEEDS

The company determined a need for an around-the-clock Global Network Operations Center to monitor, perform initial diagnosis and site investigation and manage Incident ticketing. This 24x7 capability was needed to ensure global operations proceeded without waiting for US-time-zone-based engineers to investigate. Outages cost time and money, so every effort to minimize Network issues pays off.

THE LOOK OUT

The company began to search for a Managed Services provider that could give them the customized functionality of Alerting, Diagnosing, and Resolving lower-level problems while saving the network engineers time for essential things.

APPROACH, SOLUTIONS, & BENEFITS

Cloud Tech Services (CTS), a Global organization, worked with this company to put together a tailored NOC that meets their technical and business needs in a highly cost-effective manner.

With a 24/7/365 service in a Managed Services Network Operations Center environment remotely from India, resolving 80% of tickets that would usually have gone to a network engineer.

This allowed them:

- The flexibility of using offshore resources to monitor and alert on network outages such as circuit or router down or power outages,
- Contact the local sites as well as any carriers that would be necessary to determine the cause of the outage and do initial investigation, so that they could focus their time on more important network issues and outages.
- Increased network reliability, fewer and shorter outages, and a better relationship between the company and its remote sites.
- Save the need to hire several networking engineers to provide global service while also saving money on the work being done by the NOC team.

ABOUT CLOUD TECH SERVICES

Cloud Tech Services (CTS), offers customized, flexible, cost-effective Managed Services solutions to end-customers as well as technology partners.

We utilize the ITIL ITSM framework to provide best-in-class service globally on a 24x7x365 basis with English-language staff, state of the art tools and techniques, and the flexibility to become a part of your organization's service delivery team.

SOCIAL RESPONSIBILITY

CTS believes in Professional Services with a Purpose. Our Managed Services group empowers young women in India to be able to work closer to their homes in their local communities, and we also allow young people right out of technology schools to work close to home and be able to provide for their families while earning a good living and increasing their skill sets.



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