

A large offshore oil rig with a complex network of yellow pipes and steel structures, set against a clear blue sky and the ocean. The rig features several tall, white cylindrical towers and various cranes and platforms.

When A Fortune 500 Oil & Gas Company Chooses ProV For Managed IT Services.

Remote based monitoring and management helped improve efficiencies in maintenance and inventory operations and increased availability of applications around the clock.

The Challenge

Given that the end-customer using the host ERP solution were completely dependent on this infrastructure for running their business, the Client wanted to setup 24/7/365 days a year monitoring and maintenance of the complete IT infrastructure (offshore rigs and cloud). Managing and maintaining 30 hardware servers, database instances and application configurations. Synchronizing information between offshore rigs using satellite technology. Meeting stringent Service Level Agreements (SLA) for system availability committed by the client's IT organization to the system end users.

At a Glance

In today's drilling operations environment, quality is paramount. To meet its requisitioning, inventory, and asset management needs the client selected IFS Applications and the Microsoft Azure Cloud. The solution provided for cost-efficient maintenance strategies and reduce downtime on the rigs. ProV to provide onsite technical assistance, development support, and automated monitoring from its remote Network Operations Center (NOC) in Chennai, India.

The Approach

ProV engineers worked with the client and recommended strategies to deploy the system in 3 additional regions and support and train 1,100 end users on the applications.

The new system fully meets the needs of the client's rig maintenance, inventory and staff. The client received the technical assistance and expert guidance needed to oversee every step of the process, from requirements analysis to planning, migration, deployment and to remotely and proactively monitoring and managing the availability and performance of the underlying hardware supporting their hosted ERP applications.

The Solution

ProV engaged with members of the client's IT organization and external partners to design and architect the plan to meet the client's needs. As the client was deploying the system using a phased approach, ProV devised a support solution to scale resources which would meet needs during deployment over a period of weeks and ongoing support.

The scope covered technical support for configuring the advanced architecture at offshore rigs for cloning the systems and Oracle Databases used for production and recovery using backend replication to synchronize data with the primary instance onshore in the cloud. ProV also developed and implemented the systems and reporting to monitor alert logs and system performance.

Project Highlights

- With ProV as a partner, the client was able to implement the new system and migrate its information and data to the system on schedule.
- Remote based monitoring and management helped improve efficiencies in maintenance and inventory operations and increased availability of applications around the clock.

About ProV

ProV International, a global consulting firm that specializes in streamlining business operation processes, increasing service quality and keeping the workplace productivity high. We promise to reduce your administrative complexity. We provide digitally enabled workforce solutions that reduce cost & risk of critical shared services such as: Customer Service, HR, IT Field Services.

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