

PSN HONES GLOBAL BUSINESS FOCUS WITH OUTSOURCED IT



GETRONICS PROVIDES INTERNATIONAL MANAGED INFRASTRUCTURE SUPPORTING 3000 USERS

Production Services Network (PSN) is an independent international service contractor to oil and gas exploration and production customers. With an operational network of nearly 8500 people working in 20 countries spread across five continents, PSN undertakes projects in locations worldwide. Headquartered in Aberdeen, it is now one of the top ten largest private Scottish companies.

PSN was formed in May 2006 following a successful management buyout from KBR Halliburton led by CEO Bob Keiller. The new company is no stranger to rapid growth and success; since May 2006 PSN has created over 2500 new jobs and featured in the Sunday Times '100 Best Companies to Work For' in 2008.

The buyout was concluded relatively quickly, leaving the company operating with an inherited infrastructure and an inventory of older equipment. The transition also meant the team now had significant need for robust resources, yet relatively little IT capability in-house.

REMOTE LOCATIONS, BUSINESS-CRITICAL NEEDS.

The nature of PSN's contracts demands transient flexibility – both in terms of geographic location and human resource. 60% of staff work offshore or away at client sites. The ability to 'man up' and 'man down' team personnel remotely – sometimes within just days – is essential to respond to successful tender bids. Specialist engineering professionals and consultants must be convened, deployed or recalled rapidly to commence design and feasibility work on-site.

The nature of natural oil and gas resources means site locations are, by necessity, often in remote, hostile environments. Explains Hugh McIntyre, PSN Business Network Manager: "Supply and logistics is invariably difficult. Local infrastructure is often very limited. Our IT challenges can range from insufficient communications capability or bandwidth for effective email or web access to intermittent supply of mains power. Spare hardware or components are often simply not available. Without professional, third party help and support, these factors would present a major barrier to our business operations."

OUTSOURCING IT WITH GETRONICS: A GLOBALLY SCALABLE MODEL

Recognising the need for access to a robust service infrastructure, PSN has been using Getronics to provide specific server support services since 2006. Following a strategic decision to outsource all IT support, in 2008 PSN awarded Getronics the contract to provide end to end managed infrastructure services to 3,000 users across PSN international operations.

Client name:

Production Services Network

Challenge:


- Third party outsourcing for corporate infrastructure
- Deliver global support for 3000 users
- Transient flexibility both by location and user base
- Business planning flexibility on a 'per seat' basis

Solution:

- Scalable utility pricing outsource model
- An advanced, globally accessible hosted infrastructure
- Zero touch environment and remote administration
- Secure virtual workspace

Benefits:

- Resilient, accessible business infrastructure
- Instant flexibility
- Utility based pricing
- Secure collaborative workspace



To improve resilience, a large number of PSN's 130 servers will be moved from Aberdeen to Getronics' Runcorn data centre, with many migrated to a virtualised platform. From here, Getronics is providing seamless global access to all PSN's satellite operations, coupled with network monitoring and management. A Sharepoint portal is being installed, further leveraging PSN's investment in knowledge management.

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HUGH MCINTYRE, PSN BUSINESS NETWORK MANAGER

Where physical IT engineering intervention (installing, moving, adding or changing equipment) is needed, Getronics provides site based engineers for PSN in the UK (Aberdeen), Canada (St Johns) and Australia (Melbourne). Mobile site support is available for sites in Singapore, the USA, Russia and Dubai.

UTILITY PRICING. FLEXIBLE BENEFITS.

PSN's move to outsourcing brings fundamental operational and commercial advantages. Getronics' IT services are provisioned on a utility pricing basis. Recognising the volatility for commodities within the oil and gas industry, Getronics' 'charge per seat' rental approach to IT and service provision provides a highly attractive, scalable model. "Known unit costs let us accurately budget for the resources we need to provide to our remote teams around the world as they grow or contract", says Hugh McIntyre. "We're not an IT company, but we need quality IT services. Outsourcing to Getronics affords us expertise, equipment and resources we simply wouldn't wish to deliver or finance in-house."

SEAMLESS PRODUCTIVITY. THE FUTURE READY WORKSPACE.

Wherever they may be working, 3,000 PSN users will have access to a 24x7x365 global service helpdesk complete with 3rd level remote diagnostics and support. Observes Alasdair Norris, Global Service Delivery Manager at Getronics: "Our service delivery goal is to deliver a 'zero touch' hardware environment for busy PSN employees; if necessary, for example, the operating system for a user's notebook or desktop could be rebuilt remotely by Getronics in around 15 minutes."

With so many PSN users requiring remote access to key business processes, applications and data, a robust workspace environment is key to working and collaborating productively and effectively. Getronics' Future-Ready Workspace will ensure secure access to corporate data, resources and applications. The Future Ready Workspace provides a 'toolbox' of business and communication capabilities delivered within a collaborative virtual environment. At the concept's core is the ability to build an environment that can be supported remotely – and, where necessary, be rebuilt quickly and consistently by any Getronics' team.

"Our familiarity with the oil and gas sector proved invaluable," says Getronics' Alasdair Norris. "We were able to talk the same language. By understanding the unique business drivers, we've been able to add long term value through the service infrastructure approaches proposed."

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ABOUT GETRONICS

Getronics is a leading international provider of Information and Communication Technology (ICT) services and solutions, focusing on workspace management, application services and consulting & transformation services. Getronics' service portfolio enables people to share information and to work together efficiently, securely and effectively, wherever and whenever they need. Getronics is a subsidiary of KPN ICT Services. For further information about Getronics, visit www.getronics.com.