



PROFILE

A diversified global oilfield services company with four key business segments:

- Remote Site Accommodations
- Offshore Products
- Well Site Services
- Tubular Services

INDUSTRY

- Oil and gas

NETWORK

- 3,400 Windows PCs
- 650 Windows servers
- 120 locations worldwide

SOLUTIONS

- Ivanti® Management Suite
- Ivanti® Service Desk

KEY BENEFITS

- Global support presence expands fourfold
- Global visibility into inventory, software licensing and more
- Customized catalog speeds fulfillment
- Solution pays for itself in 12 months

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— Robb Harper
Lead Technical Support Analyst
Oil States International

Oil States International, Inc.

Collaborative Teamwork Quadruples Global Support Presence

Overview

Oil States International, Inc., is an oilfield services company and a leading, integrated provider of remote-site accommodations with prominent market positions in the Canadian oil sands and the Australian mining regions. Oil States is also a leading manufacturer of products for deepwater production facilities and subsea pipelines, as well as a provider of completion-related rental tools, oil-country tubular-goods distribution and land-drilling services to the oil and gas industry. In 2011, Oil States posted revenues of \$5.86 billion.

Challenge: Connect Nine Companies to One Global Support Group

Oil States International is a highly diversified company that has experienced exponential growth through acquisition. But when it acquires a new business, it also acquires an IT system that will not connect to its existing platforms. "Oil States is a conglomerate consisting of nine different companies spread around the world," said Robb Harper, Lead Technical Support Analyst for Oil States. "Two of the companies had large, automated systems management solutions in place, and the others had smaller, home-grown systems. The fact that the systems were segmented and could not talk to each other created significant problems when it came to supporting our environment."

No Standardized Support Processes

Incident management and request fulfillment are the meat and potatoes of technical support. They were proving to be major headaches for Harper's team. "Each IT group was performing these two critical tasks differently," he explained. "Because we did not have global, standardized support processes in place, we could not implement consistent, repeatable practices across all of our companies. In addition, because we did not have global visibility into the different companies' management systems, we never knew what our fellow technicians were doing. Both issues caused problems. For example, users at companies with small IT staffs might experience delays in receiving services even though technicians at other companies were available to pitch in and help."

Inconsistent Fulfillment Process

If users wanted to order a new PC, software or other products, the fulfillment process was not intuitive or fast. "If an employee needed a new hardware component," said Harper, "an IT technician would end up researching and choosing items because we could not display all the standard options available to our users. The process was slow and so were delivery times. This was frustrating for the users and ate up a lot of our technicians' time."

Oil States' various IT departments needed to work collaboratively. "Each IT group had its own practices and approach to supporting its environment," noted Harper. "In order to align all of our teams, we needed everyone working on a single management platform. We also wanted a system that was process-driven so we could apply repeatable support practices and take control of our global environment."



Solution: Ivanti Service Desk Ties Teams Together

Harper researched several of the leading automated management systems on the market. "It came down to Ivanti and one of its major competitors," said Harper. "We picked Ivanti for several reasons. It is ITIL compliant, which was a big point for us; we wanted to be compliant with a highly recognized framework of best practices. Scalability was also a deciding factor. Our company grows quickly and Ivanti will grow with us and for a very reasonable cost. While price played a part in our decision—we understand that it costs money to work smarter—we always have to do more with less and Ivanti offered the toolset we needed at a very cost-effective price. In fact, we estimate that Ivanti will pay for itself in the first twelve months."

High Level of Service, Customized for Each Company

The solution allowed Oil States to combine each IT group into one big team. "In one stroke we quadrupled our support presence," said Harper. "The defined workflow in Ivanti Service Desk in conjunction with Ivanti Management Suite allows us to provide a consistent, high level of service to all users around the world. In addition, each of our nine companies has slightly different support needs, and we can customize the solution to address these particular needs. Now that we have a single management platform, we have global visibility into our inventory, software licensing, ticket queue and more. If necessary, a technician in Houston can service a PC in Thailand."

300 Items in Catalog

The Ivanti Service Catalog has transformed request fulfillment. "We have over 300 items in our catalog and dozens of views based on company membership" said Harper. "When we first rolled it out, we thought it might be a little overwhelming for the users. But we were surprised at how well it was received by the large number of people who used it, successfully, on the very first day. We customized the catalog so users at each company see only the options available to them specifically. We put the purchasing decision in their hands, freeing up hours of technician time and speeding up the fulfillment and delivery processes."

Data Drives Bottom Line

Data is mission-critical to the success of the company. "If the various businesses under the Oil States umbrella can't access their data," said Harper, "then the IT Department is not doing its job. There is a direct correlation between productivity and revenue: getting users up and running quickly affects the bottom line. Ivanti is instrumental in allowing us to maintain productivity at high levels and help grow the business."

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