

ENERGY COMPANY NEEDS A PLAN TO HELP THEM LOWER IT COSTS



“As the person responsible for IT systems within West Energy, but not having an IT background, I needed a service provider I could trust, who understood my business, who could translate the world of IT into plain English, and who I could work with to provide a stable, secure and sophisticated IT solution. Graycon was that entity.”

Scott Bridge, CFO

2 Year Plan

Stability

Streamlined Support

Productivity

Remote Access

Cost-Saving Devices

CHALLENGE

West Energy, an energy company engaged in the exploration for, and the exploitation, development and production of, crude oil and natural gas in Western Canada, had a small outsourced IT provider looking after their needs, but had issues with:

- No long term IT strategy that would accommodate growth and increased user demands
- Rising, uncontrolled IT costs
- Equipment was acquired on an ad-hoc basis, as and when needed, without any comprehensive integration plan
- Equipment was used until it failed and then a “knee-jerk” or “band-aid” solution was implemented
- Executives having to spend too much time chasing down issues
- Lost productivity due to:
 - Poor application and network performance
 - Large amounts of Spam
 - Frequent virus problems
 - Email outages
 - File/print issues
- User support capability (ability and the time to support)

SOLUTION

Graycon performed a Unified Assessment that reviewed West Energy's technology and business environment. The assessment recommended a remediation/upgrade program that Graycon completed. West Energy also engaged Graycon to manage their transitional and on-going service needs.

RESULT

- Graycon developed a plan and budget to set expectations for the next 2 years
- The Graycon methodology provided stability and outages have diminished, increasing productivity
- The standardized infrastructure allows for less expensive streamlined support
- The new virtual environment lowers the cost of future growth and acquisitions
- The implementation of a SAN (Storage Area Network) significantly reduces overall storage costs
- The anti-spam device protects the environment, and also improves business productivity
- Secure Remote Access allows secure access from any computer