

CLIENT NEEDS TO IMPROVE THEIR IT CAPABILITY



CHALLENGE

Discovery Solutions is a leading provider of ERP (Enterprise Resource Planning) solutions to the Oilfield Service and Supply industry, located in Calgary. With an expanding client portfolio, Discovery's clients can sometimes run into technical challenges not related to Discovery's solution. Helping customers narrow down issues and origins of the issues when working in a multi-vendor environment is valuable.

"We received absolutely incredible service from Graycon. They were overly patient, interested, passionate and persistent about fixing our problem. We really enjoyed working with them."

Todd Brown
The Motor Company,
Discovery Solutions Client

SOLUTION

Starting with an initial plan outlining Discovery's requirements, Graycon worked with Discovery to ensure a smooth transition from their previous service provider. This involved interviewing key staff members to assess the technical environment against industry standards; and stabilizing, improving and supporting the environment. Project scope also included providing long term budgeting and planning.

Graycon developed a "Complete Care" solution that was flexible enough to provide the support for the core business and Discovery clients, and allow for varying levels of technical demand and escalation.

Stability

Long Range Plan

Management

Upgrades

RESULT

- The sites are stable and outages have diminished
- There is a plan and budget to set expectations for the next 2 years
- The new team, with broader skills, is more capable of responding quickly to all issues
- Discovery Solutions' management is now confident that security, compliance and cost issues are being addressed
- There is documentation outlining their entire technical environment