



# Case Study



## Client Profile

FMC Technologies supplies oil and gas exploration and production equipment for land and offshore applications to some of the largest energy companies and customers in the world. Headquartered in Houston, Texas, the Fluid Control division offers customers worldwide a complete range of petroleum and gas solutions. Fluid Control expanded their production through a consolidation of the Houston and Brea, California facilities. The business assumed production responsibilities for new products including: Plug Valves, Actuators, Swivel Joints, Pumps, Ball Valves and Invalco measuring instruments all used in the petroleum industry. Fluid Control also manufactures pumps for the industrial markets and manifold systems for oilfield markets worldwide. This increase in production capacity coupled with a larger world-wide service offering was cause enough to justify a significant re-structuring of IT services and applications within FMC. A new internal department named Integrated Services was formed to support the new direction of the company. Integrated Services then made the decision to redesign and implement a completely new core business management application utilizing outside development and design resources.

## Executive Summary

FMC hired DYONYX to conduct an independent assessment of current business processes and information technology infrastructures to be used in the creation and hosting of the new business information management system called "InteServ" (<http://www.InteServ.com>).

The scope of the project was to assess the core business workflows and information system processes to better architect InteServ, the new information management system. This assessment was paramount to the success of the project since FMC is a global operation that must adhere to various countries' regulatory agencies in order to conduct business. DYONYX traveled to several worldwide FMC locations as well as remote field service units to interview key personnel as part of the assessment. Once the assessment was completed, FMC then awarded the entire development project along with ongoing application hosting and maintenance to DYONYX.

DYONYX utilized proven repeatable development methodologies to facilitate the design and creation of the custom application which encompassed a full Software Development Lifecycle framework from start to finish. Key FMC personnel were granted access to all of the electronic development resources to provide valuable input at every step of the development lifecycle. DYONYX and FMC worked together as a single team throughout the project to ensure that the application delivered was directly on target with the business needs. The final application was designed from the ground up to support a global presence and 24x7 operations on a large scale. The core InteServ database currently supports millions of detailed service records for hundreds of thousands of worldwide inventory items and has been in production for over three years.

**End user Support** – DYONYX provided Tier one, two, and three technical support for the hosting of the InteServ application as well as Tier three support for the actual usage of the application. FMC is constantly expanding their global footprint and requires regular enhancements to the core application, which is also, provided by DYONYX.



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for business, government and our country.**

**DYONYX LP**, is a privately held information technology and management consulting firm dedicated to helping clients across the nation improve their productivity and security and reduce their cost and risk through a proven set of methodologies, extensive experience, deep skills and world class service at reasonable rates.

For more information contact: Timothy Barto at: 713.830.5910 or [tim.barto@dyonyx.com](mailto:tim.barto@dyonyx.com) or visit us on the web at [www.dyonyx.com](http://www.dyonyx.com)