



# Case Study



## Client Profile

Superior Offshore International, Inc. (SOI) is a leading provider of subsea construction and commercial diving services to the offshore oil and gas industry, serving operators internationally and domestically in the outer continental shelf and deep waters of the U.S. Gulf of Mexico. Construction services include installation, upgrading and decommissioning of pipelines and production infrastructure. SOI operations include offices in Houston, Lafayette, Dubai, Durban, Qatar and Trinidad plus a fleet of 11 service vessels and remotely operated vehicles (ROVs) for deep water and harsh environment operations.

## Executive Summary

As part of SOI's strategy to outsource non-core areas of their business, DYONYX was selected to provide an improved level of IT service and reduce cost with a flexible approach to staffing as the company continued its rapid growth and acquisition strategy.

DYONYX was able to reduce existing SOI head count by approximately 50% by employing a shared services model for helpdesk and network operations support, providing over \$500,000 in first year savings. Key personnel were retained for onsite support at major SOI locations to address immediate escalation of Level II (desk top and network) and Level III (server and applications) support, as well as VIP end user support and training. The SOI datacenter was migrated from Lafayette, LA to the DYONYX primary data center facility in Houston, TX using a combination of virtualization to leverage existing hardware and underutilized applications, and co-location.

Remote monitoring and management of the server and network infrastructure is provided by the onsite network/telecom support staff and remotely utilizing the DYONYX Network Operations Command Center in Houston. Vessel and international support is provided by onsite DYONYX resources that were deployed to establish and document baseline support requirements and provide support to VIP end users. As part of our cost effective strategy, DYONYX established relationships with reputable and reference-able in country service providers to provide proactive management and break-fix support as required without the expense of dispatching stateside resources.

Additional savings were realized from DYONYX led negotiations to consolidate communications (voice/data/video) and work with HR and procurement to establish and socialize policies for international communications. DYONYX designed and sourced an MPLS network to incorporate improved communications between all SOI locations, and has been the lead on numerous other critical projects including satellite communications, streaming media to international locations and bandwidth compression strategies including Riverbed and Cisco WAAS.



**End user Support** – DYONYX provides personal computer, laptop, PDA and Blackberry support via the SOI 24x7 Service Desk using an Altiris ticketing system. Primary end user applications include Microsoft Office and Adobe Acrobat, and SQL database applications. VIP's for executive and international production personnel are pre-identified for immediate escalation of issues, though all users are treated as a VIP using ITIL standards for escalation and resolution closure. Service requests are made by phone, email or via the web. DYONYX provided SOI end users with a concierge-like door hanger campaign to notify them of the new process for getting end user support. Deploying a dedicated resource to one of SOI's critical international production offices (Trinidad), provided immediate relief to the SOI project and administrative personnel working under high stress, high profile and high availability communications requirements. Service Desk calls originate all new employee "kit" requirements to procurement for tracking purposes and the network credentialing process with rights to applications as designated in the new hire process that DYONYX worked with HR to deploy. Hardware includes workstations, laptops, laser jet printers and fax machines.

**Server Management** – DYONYX provides server monitoring and management services for all SOI production servers, storage devices and backup/restoral operations. Altiris is utilized to create queries and reports containing all software and hardware located on the network. All updates including security patches and service packs are managed by the DYONYX server lead and team. Full data backup operations are conducted every evening and tapes are rotated weekly and stored offsite. A significant move into server virtualization on the VMware platform was designed and delivered by DYONYX, providing significant capital expenditure reductions and server disaster recovery improvements.

**Applications Support** – DYONYX provides support of end user applications including Microsoft operating systems, Outlook and SQL based applications, as well as Adobe Acrobat. SOI's four (4) main applications; Forefront, NS5 (vessel support), Fast 100 and Highpoint are considered out of scope and handled by internal SOI employees. However, DYONYX project resources with expert SQL and Oracle skills have been employed on an as needed basis to provide assessment and tuning of the underlying databases to improve performance issues and fine tune standard installs and associated improvements. Though not FTE's on the contract, DYONYX provides the benefit of full life-cycle support of all databases and associated applications testing, troubleshooting, configuration, documentation and administration as required, without the expense of a full time outsource or employee.

**Asset Management** – It was determined during our due diligence period that SOI wished to retain the procurement and asset management performed by SOI employees. Still, to further assist SOI and at no additional charge, DYONYX resources conducted an analysis and renegotiation of all underlying communication dollar spend, including local, long distance, cellular and satellite communications, identifying over \$250,000 in additional savings. DYONYX worked with SOI personnel and Governance staff to craft policy and training to end users to embrace the new processes which has had an immediate impact. Procurement is now well positioned to maintain controls and cost for all communications expenditures and works together with the DYONYX Service Desk to management the procurement of all other IT device requests.

**Security** – In budget planning meetings, SOI has verbally agreed to add a .25 FTE position, starting 1Q08, to address basic IT security. This DYONYX Shared Services Security team member will review Intrusion Protection systems and system logs and provide CISSP level security expertise. The DYONYX shared



services model allows SOI to obtain top-level security expertise without the full costs of hiring this expertise directly.

**Significant Achievements/Awards:** DYONYX was told by the SOI CIO that from the day we engaged services, the complaints from the end user community (in particular, critical international vessel operations) immediately ceased. Within the first month of being engaged, the praise from the end users began to make their way to senior management. And now, because we have demonstrated that we can manage all of the utility aspects of SOI's computing infrastructure, the CIO is free to focus on more strategic initiatives that are critical to the business.



**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)