



A leading  
**Oil & Mining services**  
firm

# Wavex delivers rapid response to the client

---

The client provides emergency support to international oil companies. The client selected Wavex to provide similar response levels in support of its IT systems.

1

## The Business

The client is the world's leading international oil spill response organisation. With a global response centre in the UK's Southampton, the company is on stand-by 24 hours a day, 365 days a year to provide an immediate response to oil spills, whenever and wherever they occur

## The Challenge

The client IT systems are vital to its ability to respond to a major incident. Systems failure is simply not an option. The client Finance Manager explained: "We needed to modernise in order to keep pace with the development of our business. We took the decision to outsource our IT services, and to introduce a partner capable of providing support as well as bringing in higher levels of expertise."

# 3 The Choice

“Wavex presented to our board together with two competitive companies, and was by far the most impressive in terms of its presentation and strategy,” says Nigel. “Wavex had the experience and skills to sort out our infrastructure and improve the service levels to our users. We recognised that Wavex could provide a forward-looking view of our IT strategy, and also help us with projects, such as database and systems consolidation.

“We’re looking to Wavex in terms of consultancy as well as technical expertise. Both are critical to us.”



# 4 The Project

Wavex’s initial work was to migrate the client from old servers running Novell. “As a round-the-clock company, we couldn’t afford any downtime during the migration,” Nigel explains. “We started on Friday evening and our people were able to log on to the new servers when they came in at 8am on Monday morning.”

Wavex is providing the client with a fully managed service. “That incorporates pretty much anything to do with IT: hardware, software, the whole thing,” Nigel explains. Wavex monitors the client network using MonX™ and NETi™, two advanced network diagnostic and management applications developed by Wavex to monitor and manage networks remotely.

Wavex’s approach to customer service appealed to the client. “The thing that swung it for us with Wavex, compared with other companies, is that they are so open and transparent,” Nigel adds. “I receive a monthly report which details how many support calls are logged, the call response times, and so on, which I use to report upstream to the board.”

He goes on: “And I can also log on to the client secure area on the Wavex Extranet and see every call that has been logged, and any that may be outstanding. It gives me a very good insight into what’s going on. It’s unique in outsourcing.”

## SERVICE HIGHLIGHTS

- IT strategy
- IT budgeting
- Project Management
- New infrastructure
- Fully managed service
- Remote and on site support

# The Experience

Nigel is very impressed with Wavex's people skills: "Wavex's recruitment policy is one of the best I've seen in the industry," he says. "The company seems to be very good at recruiting."

I've been impressed with the quality of the people it has. They know what they're talking about and they're very consistent. I'm very pleased with them.

**Wavex's people were superb. We came a long way in a very short space of time**

# The Results

Nigel quantifies success in terms of systems downtime and user feedback. "I used to produce a monthly graph of IT systems downtime for board reports. Before Wavex we had several hours of downtime per month. Since Wavex came in we have not had any systems downtime at all."

In terms of user feedback, the client previously experienced frustration from users who often didn't even bother to log problems because they knew they wouldn't be dealt with. "There was a negative feel about IT. But since Wavex started working with us, the perception of IT is unrecognisable compared to before."

**In terms of what we get for our money, with Wavex it's ten times better than what we had before.**

If you'd like to know more about our services please call us



[www.wavex.co.uk](http://www.wavex.co.uk)