Oil Spill Response Limited (OSRL) provides emergency support to its global customers. It selected **Wavex** to provide the same responsiveness in support of its own IT systems.

Wavex delivers rapid IT response to OSRL

Rapid response

Established in 1985, OSRL is the world's leading international oil spill response organisation, and is owned by 32 international oil companies. With a global response centre in Southampton, UK, 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 IT systems that underpin a rapid response organisation such as OSRL are vital. For incidents such as a major offshore oil spill, the IT systems must be capable of supporting the company's response. Systems failure is simply not an option.

Nigel Daruvalla, OSRL's 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 bring in higher level expertise."

" We're looking to Wavex in terms of *consultancy* as well as *technical expertise.*"

Wavex selected

"Wavex presented to our board together with two competitive companies, and was by far the most impressive in terms of its presentation and strategy," said Daruvalla. "We recognised that Wavex had the experience and skills to sort out our infrastructure and improve the service levels to our users."

According to Daruvalla, OSRL didn't just want an outsourced provider to come in and look after its PCs and printers. "We recognised that Wavex could provide a forward-looking view of our strategy and where we are going with IT, 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."

" Wavex could provide a forward-looking view of our strategy and where we are going with IT... "

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Systems and tools

Wavex's initial work was to migrate OSRL from old servers running Novell. "As a round-the-clock company, we couldn't afford any downtime during the migration," said Daruvalla. "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. I must say that Wavex's people were superb. We came a long way in a very short space of time."

Wavex is providing OSRL with a fully managed service. "That incorporates pretty much anything to do with IT - hardware, software, the whole thing," said Daruvalla. Wavex monitors OSRL's network using MonX™ and NETi™, two advanced network diagnostic and management applications developed by Wavex to monitor and manage networks remotely.
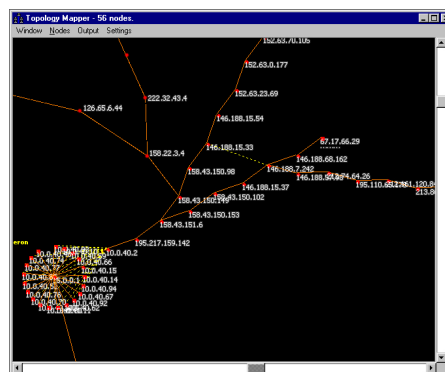
People skills

Daruvalla is very impressed with Wavex's people skills: "Wavex's recruitment policy is one of the best I've seen in the industry," he said. "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."

Customer service

Wavex's approach to customer service appealed to OSRL. "The thing that swung it for us with Wavex, compared with other companies, is that it is so open and transparent," explained Daruvalla. "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 added: "I can also log on to OSRL's 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 and is unique in outsourcing."

Successful results

> " From a financial viewpoint, in terms of what we get for our money, with Wavex it's 10-times better than what we had before. "

As with any outsourcing arrangement, success is measured by results. Daruvalla quantifies this 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 Waxex came in we have not had any systems downtime at all."

He added: "From a financial viewpoint, in terms of what we get for our money, with Wavex it's ten times better than what we had before."

In terms of user feedback, OSRL 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. Since Wavex started working with us, perception of IT is unrecognisable compared to before," added Daruvalla.

Strategic projects

He concluded: "This is the first year of working with Wavex. We're getting the new infrastructure up to date and bedded down and the next stage is to look at strategic projects and implement new systems. That's where Wavex will help us in the future."

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