



## Overview

The client is one of the world's largest Oil Field Services companies with diverse equipment and service capabilities spanning the Oil and gas industrial value chain. With a vast network of sites, including remote oil rigs, manufacturing plants, and corporate offices scattered across the globe, the company faced numerous challenges in maintaining seamless connectivity, collaboration, and technical support for its operations. Microland helped the client transform their network operations, consequently, addressing the availability and scalability issues faced by their IT workforce.

## Business Challenges

The intricate network infrastructure of the company spans more than 500 locations and encompasses over 13,000 devices, which comprise WAN, LAN, wLAN, and network security elements. The daunting task involved efficiently overseeing and managing this extensive network, which also covered over 700 WAN circuits and demanded coordination with over 20 OEM and Telco vendors. Ensuring high availability (98.3%) connectivity at remote monitoring sites was imperative to avoid penalties due to breach of end-customer SLAs.

## Microland Solution

The company undertook a comprehensive transformation initiative to enhance its network monitoring, management, and overall operations, which included:

### 1. Network Monitoring and Management:

Microland implemented a sophisticated Intelligeni NetOps Platform to oversee a worldwide network backbone containing more than 700 WAN circuits, linking over 500 sites. This platform also facilitated automatic ticketing, incident assessment, and resolution. Additionally, Microland implemented standardized policies and vendor performance management for consistent and reliable connectivity.

### 2. Connectivity and Collaboration:

Microland assisted the client in establishing reliable connections to remote oil rigs, facilitating immediate technical assistance and reducing disruptions to production and shipping. Furthermore, we transitioned their collaborative approach from VoIP to a SaaS platform, elevating both productivity and communication. Additionally, we ensured secure remote access through the implementation of a Secure Access Service Edge (SASE) solution.

### 3. Business Critical Connectivity:

Microland ensured reliable network connectivity to remote oil field monitoring sites, which was highly necessary, and provided guaranteed timely technical support to over 1400 end-customer oil fields.

### 4. Product Traceability and Quality:

Ultimately, Microland put in place an all-encompassing product traceability system, effectively monitoring the entire journey of raw materials to guarantee adherence to production standards. This meticulous oversight ensured the maintenance of quality and compliance across all stages of manufacturing, even when dealing with tailor-made and specialized machinery.

## Business Benefits

Microland solution helped the client achieve the following:

#### Service Performance Enhancement:

- Achieved high availability (98.3%) connectivity at monitoring sites
- Prevented penalties for breaching SLAs

#### Automation Implementation:

- Implemented Intelligeni NetOps Platform automation
- Covered 50% of the tickets with automation
- Reduced manual intervention
- Improved efficiency

#### Global Network Backbone Management:

- Centralized policies for management
- Vendor performance management

#### Product Traceability and Quality Achievement:

- Ensured compliance and quality through product traceability
- Meticulous documentation

#### Transformative Initiative Impact:

- Projected \$2 million in savings
- 50% reduction in critical infrastructure incidents
- Improved customer experiences
- Achieved 99.9% device monitoring compliance rate (previous 83%)

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