

## Case Study

Industry Sector: Energy

Complex **IT&C Solution**

### “The difference is in the detail”

#### *Petrofac- who we are*

- Petrofac is a leading provider of facilities solutions to the international oil & gas industry
- We design and build oil & gas infrastructure; operate, maintain, and manage facilities and train personnel; and where we can leverage our service capability, develop and co-invest in upstream and infrastructure projects
- We have 30 years’ experience of supporting oil & gas production and processing and a successful track record of several hundred projects
- Our key markets are the Middle East and Africa, CIS and Asia Pacific and UK Continental Shelf: these markets account for 70% of the world’s proven oil reserves and 85% of its proven gas reserves
- In 2010 we entered the Romanian market securing a 15 year Production Enhancement Contract from OMV Petrom to operate and improve production performance of the Ticleni Fields in Gorj County, Romania. We transferred all key assets and 920 locally based staff from OMV Petrom and commenced operating the Ticleni Fields on the 1<sup>st</sup> November 2010. Our Romanian head office is located in Bucharest where currently a core team of approximately 20 staff support our Romanian operation.
- **Willie Toner, Deputy General Manager-** *Petrofac’s entry into Romania provides a significant opportunity for the Company to establish its operations in this region. Our contract with OMV Petrom is also considered a milestone in it’s type and a platform for further growth for Petrofac in Romania. We look forward to working with OMV Petrom and our key Vendors to further enhance oil and gas production in the Ticleni area.*

## **1. Petrofac Business Opportunity**

### **a. Our ambitions for Romanian Market**

**Willie Toner, Deputy General Manager-** *Petrofac wish to be a key service provider to OMV Petrom by successfully delivering results on the first Production Enhancement contract of it's type in Romania. We hope this opportunity with OMV Petrom is the first of many.*

### **b. Aspects we were looking for the IT&C project**

**Willie Toner, Deputy General Manager-** *Petrofac were looking for an experienced service provider who would deliver on time, a quality product that met or exceeded our business needs. Vodafone were selected as they convinced Petrofac that they were the provider of choice. Data management and Communications infrastructure is key to the success of our business so we could not be complacent on choice of provider.*

### **c. Why IT&C stream is vital for the core business (links between streams)**

**Willie Toner, Deputy General Manager-** *Effective communication links and ease of data transfer between remote sites is essential for the effective day to day operation of our business. It is also a key driver in the fulfillment of our obligations to our client OMV Petrom, so poor quality delivery is not an option. 5 months into our contract with Vodafone we have delivered our business objectives to date and we are sure this success will continue.*

## ***2. Vodafone Implemented Solution:***

Petrofac had to achieve a challenging deadline in order to timely create a new infrastructure and to migrate all 250 business users' IT&C components from OMV Petrom infrastructure to the new created infrastructure. Practically, a new IT&C infrastructure was needed in Romania to link to the existing main Petrofac systems. Initially, Vodafone's team of technical experts assessed and offered consultancy for all possible scenarios and advised Petrofac to find and choose the best solutions for them. Then, based on Petrofac's business needs and constraints, the dedicated expert staff implemented the proposed IT&C solution.

Vodafone's focused experts created a new MPLS data network with Classes of Services in 37 different geographical locations with internet controlled access in the Head Quarter. Additionally, Vodafone provided a Local Area Network equipments and management at all these locations. The equipments provided by Vodafone's team for which is also offering monthly support are routers, switches, structured cabling, wireless solution, UPSs, printing services, servers for Domain Controller, file/printing with backup, Exchange.

A Voice Over IP solution interconnect by voice capabilities and complex features at all the 37 locations and the Head Quarters. By implementing this kind of solution, Petrofac has the benefits of using the same infrastructure for both data and voice needs.

Additional services that Vodafone offers are migration and startup activities, but also the monthly maintenance services for all from above.

Practically, Vodafone addressed the following main areas:

1. Fixed and mobile Voice and Data services
2. Infrastructure for communication, LAN management with core and end-users equipments
3. Structured Cabling
4. Telephony
5. Helpdesk and Printing services
6. Wireless Solution
7. Network Security
8. Maintenance with certain SLAs

The whole solution was planned, designed and implemented in two and a half months by the special Vodafone team.

In terms of quality stream, Vodafone aimed to implement a reliable and scalable unified communication solution. By obtaining that, Vodafone rigorous assessed the customer needs, planned and implemented the solution. Used technologies are trustable ones like Cisco, HP, APC, Dell, Sony, Legrand. Before offering support for the solution, Vodafone documented all the procedures together with Petrofac.

### 3. Benefits for Petrofac

- a. Features & non-quantifiable benefits like fast implementation, flexibility to change requests, highly customized solutions**

*Response times to our demanding schedule were met and we had full cooperation from Vodafone in ensuring what were seen as a stretched set of deliverables were successfully implemented. Post go live support has been collaborative and integrated. Vodafone are a key player in our strategic vendor support network.*

- b. Financial- it is great if you can share some concrete indicators which show a percent of saving for the company on each area of the integrated IT&C solution. (LAN management, security, telephony, VPN and Internet communication, IT equipments, servers support, IT Helpdesk support for the end-users, structured cabling)**

Vodafone met Petrofac's budget target and a mutually agreeable contract was negotiated in a spirit of cooperation with a view to establishing a robust long term relationship beneficial to both parties from both a technical and commercial standpoint.

### Why Vodafone?

Vodafone has the needed expertise for designing and implementing a complex end to end IT&C Solution

The pricing model is flexible and offers the customer the opportunity to transform one-time costs into predictable and recurrent ones.

The strong committed SLAs guarantee in front of the customer for the quality of the solution

The ability to provide a complete, managed service, which included managing back-to-back agreements with other technology.