

Case History:

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Schlumberger Oilfield UK Plc

The oil industry is not a place for the faint-hearted. We all know the impact of oil reserves on national security and economic wealth. Under this headline-grabbing activity, though, operates a market where hyper-competitive companies battle for advantage through intensive exploration, productivity improvements and logistical agility. Revenues are in billions, employees in hundreds of thousands and production in tens of thousands of barrels per day.

So who would have the courage to take on John Finlison's job as Network Manager of Schlumberger. With over 64,000 employees located in more than 80 countries, Schlumberger is the world's leading supplier of technology, project management and information systems to the oil industry.

Connecting these services to clients that feature some of the world's largest companies (heard of Shell?) is OpNet, the Oil Partnering Network. Established in 1994, OpNet was conceived to facilitate collaboration within the oil producers community, providing secure, managed connectivity. For John Finlison, it is the backbone for delivery of a range of IP hosted/managed services ranging from web and mail servers to enterprise management applications and Voice-over-IP.

For John, service level management is the name of the game. SLA targets invariably involve a lot of 9's and, in this environment, falling short of the SLA is not an option. When a network management job is this big, it is critical to get the right tools for the job. So, when John was approached by one of his customers to provide reporting on traffic and network utilisation, it is testament to the quality of ManageEngine software that he settled on NetflowAnalyser. John explains:

"Choosing Netflow Analyzer wasn't easy. There are several good products out there but when you weigh up capabilities against cost, Netflow Analyzer came out well on top. The value for money is almost unbelievable but the free trial soon proved that it really could do what it claimed."

Having validated the software's capabilities, John went on to apply Netflow Analyzer to the problem in hand:

"We needed to understand how the client's traffic was behaving and what sort of traffic was running over his network. The simplest and most effective approach was to use Netflow Analyzer to inspect the Netflow data from the Cisco routers. It's web-based, so there are no probes and it's simple to install and operate. The reports provide some powerful information on bandwidth utilisation by application and user, all measurable over specified time periods. We use the reports to help identify who is using applications most and, in doing so, we can highlight potential bottlenecks."

One happy client later, we ask John to takes a quick look into the IT crystal ball and tell us what challenges he sees in the future of IT, both inside and outside Schlumberger:

“Keeping up with network changes is a big issue. Schlumberger is a successful company experiencing consistent growth and, like any other company, with prosperity comes change. That means management and configuration of the network becomes a big task and tools like Netflow Analyzer become indispensable.”

“We also need the resources to maintain growth and keep productivity at competitive levels. That’s why we’re looking at converged networks for VoIP, IP Telephony, video and so on. Voice quality is a concern here, so managing network QoS is going to be important.”

Thankfully, John’s concerns are unfounded. Little does he know that ManageEngine’s voice quality management tool, VQManager, is being launched this month!

Schlumberger Oil

Schlumberger Limited (NYSE:SLB) is the leading oilfield services company supplying technology, project management and information solutions for customers working in the international oil and gas industry. Founded in 1927, today the company employs over 64,000 people of more than 140 nationalities working in 80 countries. Schlumberger has principal offices in New York, Paris and The Hague. Revenue was \$14.31 billion in 2005.



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