



FINDING A NEW IT PROVIDER TO BOOST RELIABILITY



Company At-A-Glance:

PSC is a leading provider of specialty maintenance services and technology solutions supporting the United States' critical energy infrastructure.

Challenges:

PSC's legacy managed hosting vendor was providing unreliable, expensive services. Also, the cost to transition to a new vendor.

Solutions:

PSC began using Navisite® Managed Hosting, Managed Oracle Applications, Managed Microsoft Exchange, NaviCloud® Self-Service and Managed Cloud, and Database Hosting. Navisite spread CapEx over the term of the agreement, decreasing up-front costs.

Business Outcome:

PSC's systems are more current, faster and more reliable. Availability is in the four to five nines range and help desk calls have decreased.

COMPANY OVERVIEW: PSC

PSC is a leading provider of specialty maintenance services and technology solutions supporting the United States' critical energy infrastructure. The company provides a wide portfolio of both upstream and downstream services including industrial, environmental compliance and waste management services. Although headquartered in Houston, Texas, PSC's leadership team is spread throughout the country to best support its geographically diverse customer base.

Challenges

As a company that prides itself on being technology-driven, PSC was concerned about the disparity between the high costs and subpar quality of its legacy managed hosting vendor's services. Outages were becoming increasingly common and support was frequently unavailable or unable to provide timely resolutions. Lloyd Dawson, PSC's Vice President of IT, soon determined that the vendor's overall support package was simply ineffective.

'We had a virus outbreak', Dawson said. 'That's how we found out our anti-virus software had been severely misconfigured. We looked at that as the straw that broke the camel's back'.

Following the virus outbreak, PSC began evaluating eight potential replacement managed hosting vendors. From this initial selection, PSC chose four contenders, and

then two finalists. Navisite earned a finalist position in part because of the width and depth of its service portfolio and its history of exceptional security audits.

Dawson was sensitive to committing PSC to paying for two managed hosting vendors at the same time during the transition. Near the end of the review process, he posed the question: 'How can you help support an affordable transition'? One finalist declined to address Dawson's concern, while Navisite provided a well-received solution. 'Instead of having large upfront costs, Navisite spread these costs over the term of the agreement', Dawson said. 'That helped us absorb the cost of the transition, making the move to a new provider easier, and Navisite the clear choice'.

Solutions

Over the coming weeks, PSC transitioned several of its business-critical systems to Navisite, including Managed Hosting, Managed Oracle Applications, Managed Microsoft Exchange, NaviCloud Self-Service and Managed Cloud, and Database Hosting. 'We made a material change to our systems environments and end-users essentially didn't realize', said Dawson. 'That's a strong indication that the plan was well designed and executed'.

The transition also provided the ideal time for PSC to upgrade. In particular, PSC began leveraging both Navisite physical hosting and cloud-enabled hosting. 'We have a high level of confidence in Navisite's ability to deploy anti-virus software for



CASE STUDY **PSC**
INDUSTRIAL SERVICES



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our hosted systems, which we did not with our previous provider', Dawson said. PSC selected NaviCloud Managed Cloud as its primary cloud-enabled hosting solution, with NaviCloud Self-Service Cloud supporting its smaller test and development environments. Navisite also facilitated PSC's transition from Microsoft Exchange 2007 to 2010 and provided an email security and archiving service via Mimecast, a trusted partner.

Results

According to Dawson, end-users benefited the most from the transition. 'Our systems are faster, more reliable and calls to our service desk have gone down', said Dawson. He also explained that PSC's Citrix environment is notably faster and more reliable. Dawson quoted PSC's system availability as in the four to five nines range. In more than 30 months, PSC has experienced only 20 minutes of intermittent email service outages during one instance, and the cause was rapidly addressed, according to Dawson.

Granular billing has been another positive area for PSC. Invoices are accurate and complete, supporting PSC's desire to literally track expenses to the penny. 'One month a line item changed by forty eight cents', said Dawson. 'We weren't concerned, but we knew and could see why'.

PSC has greatly benefited from Navisite's account team and technical support. In particular, Navisite's Network Operation Center (NOC) staff has been responsive and dependable. 'Navisite has exceptional people and they have a very solid technical background', said Dawson. 'I'll struggle to come up with any negatives related to the business partnership so far'.

PSC specifically appreciates sharing administrative support with Navisite. For example, PSC enjoys the freedom to manage its own domain and Navisite asks permission before making any changes. 'We candidly consider Navisite one our most key vendors', Dawson said. 'Navisite can support a company of our size and complexity with our level of requirements and expectations. They prove it time and time again'.

About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise customers depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centers. For more information about Navisite's services, please visit navisite.com or navisite.co.uk.