



Testimonial



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Sheree Fields,
Chief Information Officer
Expro Group USA

Expro: Delivering a true global SaaS ITSM solution in weeks with EasyVista.com

Expro's business is well flow management, providing specialist products and services that measure, control, improve and process flow from high-value oil and gas wells. Headquartered in the United Kingdom, Expro operates in over 50 countries including the United States. With almost 5,000 employees, and over 100 sites around the world, its biggest operational base is located in Aberdeen and other main support centres are located in Houston in the United States and Kuala Lumpur.

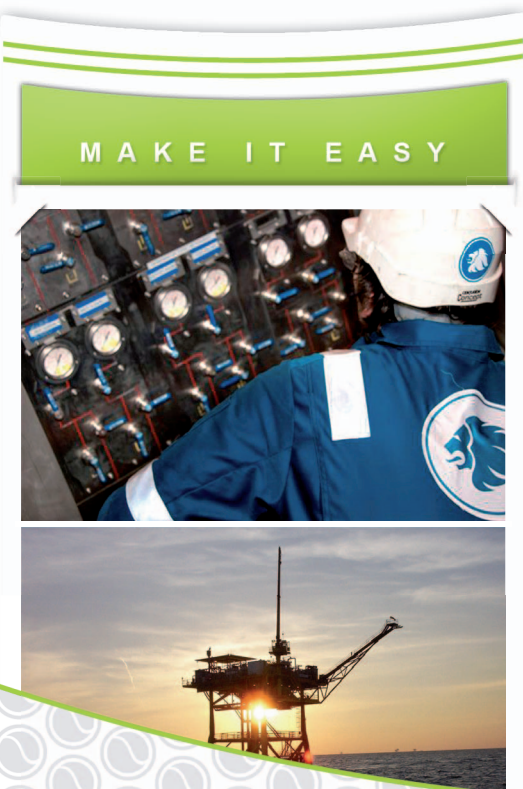
Expro is a highly recognized provider of safe and innovative services in all major oil and gas provinces. A pioneering organization, the company has delivered a number of industry firsts in recent years, having set a new deepwater record for North African exploration well testing off the coast of North Africa in over 7,500 feet of water. This achievement follows the world's deepest ever well test in 8,993 feet of Brazilian waters last year and Expro deployed the industry's first HPHT (high pressure/high temperature) subsea tools on Chevron's flagship Tahiti project.

With customer care as a number one priority backed by an investment in skilled personnel, technology, facilities and

sophisticated intelligence systems, Expro is committed to delivering operational excellence, aligning its skills with customer needs and ultimately delivering to customers what it promises, when it promises. This commitment runs throughout the organization and Expro operates a busy IT department with 50 staff who deal with up to 2,000 incidents every month across the globe

The need for change

In August 2006, Expro acquired PowerWell Services which dramatically increased the size and reach of the organization. This meant that it now had a large



presence in the US and needed to extend its service desk operation to provide 24/7 service to handle the large volume of calls worldwide. Previously the company had been using a helpdesk tool from BMC known as Magic, however this simply couldn't scale to the new requirements. On the other hand, PowerWell was using a product called Triactive, but again this solution couldn't match Expro's growing demands. Sheree Fields, Chief Information Officer takes up the story:

"Our infrastructure was becoming increasingly complex and we were finding it harder to meet the demands placed on the service desk from staff worldwide. Both the systems that we were using lacked a great deal of functionality and reporting, so we had very little visibility of our own performance in terms of the number of incidents hitting the service desk and our ability to respond to these in a timely manner."

The IT management team called an operations workshop in April 2007 with its support staff to outline the key requirements they felt the service desk needed to cover. An RFI document was drawn up and this was sent out to 12 different global IT vendors. With the use of a comprehensive scoring system this number was brought down to 6 and then reduced again to 4. All four vendors were invited to demo their products and two really stood out – one being EasyVista.com. EasyVista.com is a comprehensive IT management solution from Europe's leading software publisher, Staff&Line.

Sheree Fields continues: "EasyVista.com and one other package stood head and shoulders above the competition – it did everything we needed and more. We selected EasyVista.com because we were looking for a hosted model. Whilst the other vendor had similar offerings, we felt their product

was still in its infancy. EasyVista.com is a 100 percent web solution with out-of-the-box functionality that has been designed from the ground up a software-as-a-service offering. It meant that it was available at a moment's notice anytime, anywhere."

"Additionally there were commercial considerations, EasyVista.com was very competitively priced and we felt that Staff&Line was a very easy organisation to work with. From a technical perspective, they knew their product better than any of the other companies we talked to."

Deploying an easy-to-use cost effective solution

The product was incredibly easy to implement with record time-to-delivery of 6 weeks and little onsite support needed from Staff&Line's Professional Services team. The speed of the time-to-delivery was a direct consequence of two aspects; the integrated approach of EasyVista.com and the value proposition of a hosted solution. EasyVista.com is a fully integrated suite with modules covering the entire lifecycle of IT assets, including: asset management, incident and problem management, change management and configuration management (CMDB). Today the solution has been fully implemented across the main support facilities in the United States, Asia, North Africa / Middle East and South America.

Expro now has complete visibility of its entire support function. It can effectively monitor SLAs, better understand the call volume and where calls are coming from and how quickly these incidents are being resolved. Sheree Fields comments:

"EasyVista.com has delivered the functionality we needed to run a worldwide Service Desk – we wanted a solution that would provide complete IT Asset Management and IT Service Management. We are now getting to see good, reliable management information and we are refining the reports so we can drill down into the detail to better understand how the service desk is performing. Although we weren't looking for cost savings, we were not looking to make our IT infrastructure any more complex. With EasyVista.com the team can focus on the mechanics of providing the service rather than focusing our time and energy working on specialist applications or coding which is incredibly time consuming and not part of our core competencies."

Expro had aspirations to embark on becoming ITIL aligned. ITIL provides a framework and guidelines on the best practice to use to deliver IT services, outlining an extensive set of management procedures that are intended to support businesses in achieving both quality and value in IT operations. Implementing such rigorous IT controls with EasyVista.com's Easy-ITIL roll-out methodology ensured that Expro had repeatable and auditable processes and could significantly improve the predictability, management and performance of its service desk.

As Sheree Fields concludes: "Change Management and Configuration Management were also important parts of EasyVista.com that we really wanted to get to grips with, so that we can understand what is supported by who and how. As were the resilience and automation of the hosted solution. We have since upgraded to the latest EasyVista.com 2009 and have also embarked on intensive ITIL initiatives over the last two years to ensure we are ITIL aligned."

In Brief

In Numbers

- 5,000 supported employees
- 50 countries
- 50 support staff

Solutions

- EasyVista Service Management
- EasyVista Self Service
- EasyVista Asset Management
- EasyVista Usage
- EasyVista Discovery

Objectives

- Implementing a Global SaaS Service Desk solution in 6 weeks
- ITIL automation and painless upgrades
- Better management control and more meaningful statistics
- Achieving operational excellence and delivering to internal customers
- Replace BMC ITSM solution

Advantages

- EasyVista has enabled the company to have complete visibility of its service desk function, delivering not only a first-class service but meaningful figures and KPIs to the rest of the business
- Codeless customizations, seamless integration, functionality, and ease of use. A truly global solution with out-of-the-box functionality and no limits to scalability which is ITIL v3 compatible