

Global engineering company reduces annual IT infrastructure costs by 30 percent



EXECUTIVE SUMMARY
CUSTOMER NAME · Technip
LOCATION · Represented in over 40 countries
INDUSTRY · Project Management, Engineering, and Technologies (for: subsea, offshore, and onshore sectors of the global oil and gas industry)
COMPANY SIZE · 23,000 employees
BUSINESS CHALLENGE · Improve management and support for remote locations · Make data communications to staff on ships more efficient · Consolidate and rationalise IT infrastructure
NETWORK SOLUTION · Cisco data centre and application networking solution · Cisco Unified Communications system
BUSINESS VALUE · Reduces IT infrastructure costs by 30 percent a year · Enables a single integrated and cost effective disaster recovery solution · Provides a more cost effective and efficient means of supporting remote locations · Reduces time to set up construction site offices from one month to a day · Doubles data and application performance and access speeds via ship-to-shore satellite communications

Technip – one of the world’s leading project management, engineering, and technologies companies – has deployed a Cisco data centre and wide area application networking solution to consolidate its IT infrastructure into a single data point.

Business Challenge

Technip is a world leader in engineering, technologies, and project management for the oil and gas industry. Its business – split into three divisions: onshore, offshore, and subsea – provides a range of expertise, assets, and products to support the development of the world’s energy resources. Technip is represented in over 40 countries including Brazil, France, the Middle East, the UK, and the United States; and has a highly experienced workforce of over 23,000 people.

Technip has around 80 locations worldwide, several of which are temporary and are set up for a year or two on a construction site. In addition, Technip manages a fleet of 10 ships that it uses for subsea operations around the world in regions such as the North Sea and Gulf of Mexico. Technip’s business activity means staff need to use data-intensive applications such as drawing and computer-aided design (CAD) applications which require large data files to be shared between remote locations, or vessels out at sea, and head office.

The problem was how to provide these global locations with a cost effective level of IT support and ensure users had the information and systems they needed to do their jobs. Many locations, particularly those in more remote regions, do not have good access to IT staff so they need simple-to-use computing equipment.

Delivering data and applications to staff on ships is even more complex because of the limited bandwidth available via satellite, which is the only viable means of data communications to and from a ship.

At Technip's main UK locations, independent and separate IT facilities and services had developed where functions such as data management, backup, and security were being duplicated.

Consolidating the IT infrastructure from these locations would reduce costs significantly and improve management effectiveness.



Network Solution

Technip already has a global Cisco Wide Area Network (WAN) and Cisco Local Area Networks (LANs) connecting its worldwide locations. In the North Sea Region – covering the UK, Norway, and Finland – Technip has deployed a Cisco data centre and application networking solution covering five locations. Here Technip has used Cisco wide area application networking technology to

consolidate terabytes of data and applications into a single data centre in Aberdeen, and help reduce its server footprint from over 50 to just five large servers.

Following the success of the Cisco deployment in the North Sea Region, Technip is expanding the Cisco data centre and application networking solution to encompass Technip's other permanent offices and temporary construction site locations and vessels across the world.

In the UK, Technip has used the Cisco foundation network to deploy a Cisco Unified Communications system to create a single telephone system with 1,500 Cisco Unified IP phones to replace several separate systems that existed before. The Cisco Unified Communications system helps Technip reduce costs and demand on management resources. Because Technip is constantly starting and finishing projects, staff have to continually relocate to a construction site or move desks to form a new project team. On average a Technip employee moves office once a year. The Cisco Unified Communications system makes it simpler to move an employee because phones and computers simply plug into network connections at the new location and are ready to use.

Technip also uses Cisco network security software to protect its network infrastructure.

The Cisco data centre and application networking solution at Technip was implemented by Instalec Networking, a Cisco Premier Certified Partner.

“In terms of the importance to our business, I would say the Cisco application networking solution is one of the most important deployments we have done in the last two years simply because it has enabled us to do so many other things; and I see it getting even more important. We need to remove a lot of complexity from our network infrastructure to standardise, and without the Cisco technology that is just not possible. For me, the Cisco application networking solution is a key element of infrastructure.”

Scott Williamson, North Sea Region Director for IT, Technip

Business Results

Technip has used the Cisco data centre and application networking solution to consolidate data and applications into a single UK data centre. Staff in remote locations, and even on ships, are able to access data and applications more or less as if they were still in head office. Staff are also able to share and exchange information between one another faster and more efficiently.

Technip estimates that Cisco technology helps it save as much as 30 percent a year on IT infrastructure costs. Scott Williamson, Technip's North Sea Region Director for IT, says, “One of the key things about consolidation is the cost saving. A consolidated architecture is considerably cheaper and we estimate that we will be spending 30 percent less this year on infrastructure than in previous years. For example, without an increase in budget, we have maintained our existing IT support and services, and are implementing a disaster recovery solution. This wouldn't have been possible without Cisco's help.”

The Cisco application networking solution has enabled Technip to collapse nearly all IT server resources from one of its large offices, supporting over 100 people, back into its data centre. The company is in the process of completing the same operation for a further three offices.

PRODUCT LIST

Routing and Switching

- Cisco Catalyst 6509-E Switch
- Cisco 2800 Series Integrated Services Routers

Security and VPN

- Cisco PIX 515E Security Appliance

Cisco application networking

- Cisco Wide Area Application Services (WAAS)
- Cisco 512 Wide Area Application Engines
- Cisco 612 Wide Area Application Engines

Voice and IP Communications

- Cisco Unified Communications Manager version 4.1
- Cisco Unified IP Phone 7960G
- Cisco Unified IP Phone 7940G

Cisco has enabled Technip to develop a highly effective and resilient disaster recovery solution in the North Sea Region. Prior to Cisco, Technip's disaster recovery was disparate and limited to each separate location. Williamson says, "We had a disaster recovery solution in place, but not one that would return service very quickly. Without the Cisco wide area application solution we could not have deployed the single, integrated disaster recovery solution we now have in place. We just couldn't have done it."

Setting up a temporary construction site office to support a new development, such as a vessel life extension, has been made considerably easier. It used to take Technip up to a month to set up a construction office, which involved procuring servers, configuring them and then sending an engineer to the

site to set up the IT facilities. Now it is almost instantaneous and can often be completed in a day. Because the Cisco wide area application solution allows data and applications to reside in the data centre, a new office only needs a data communications connection and routing equipment on site to allow staff access to exactly the same data and applications as those in head office.

There are also significant day-to-day productivity improvements for employees. The Cisco technology means that staff relocating to a new location do not need to take files and data with them, and they no longer need to e-mail files to colleagues in other offices because everyone has access to the same data. When a temporary location site is closed down, there is no longer the problem of reconciling information held at the temporary site with information at head office. This used to result in multiple copies of drawings and CAD files which would have to be archived.

Cisco also helps improve productivity for staff on Technip's subsea construction ships. Technip has been able to double data communication throughput and application access via satellite. It has done this by using the Cisco wide area application network solution to cut the volume of data that needs to pass over the satellite connection, without reducing functionality for users.

"In terms of the importance to our business, I would say the Cisco application networking solution is one of the most important deployments we have done in the last two years simply because it has enabled us to do so many other things; and I see it getting even more important. We need to remove a lot of complexity from our network infrastructure to standardise, and without the Cisco technology that is just not possible. For me, the Cisco application networking solution is a key element of infrastructure," says Williamson.



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