EXPRO

Expro delivers a true global SaaS ITSM solution in weeks with EasyVista

Expro is a world leader in well flow management technologies with core and more specialized services assisting customers to measure, improve, control and process flow from their wells. Expro's expertise extends across the lifecycle of a well, reinforcing their ability to help customers achieve their goals – from Exploration & Appraisal through to Abandonment. Expro operates in all the major hydrocarbon producing areas of the world, employing more than 5,000 people in 50 countries. Expro has regional headquarters in the UK, Aberdeen, Accra, Dubai, Houston, Kuala Lumpur and Rio. Rapid growth has resulted in Expro becoming the market leader in the offshore and subsea arena, with a strengthened presence in gas wells and land markets.

Expro's global product line teams are supported by their network of multi-discipline experts, ensuring consistency of service and underpinning their commitment to deliver service excellence to our customers worldwide

The company has delivered a number of industry firsts in recent years, having set a new deep-water 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. Expro has also deployed the industry's first HPHT (high pressure/high temperature) subsea tools on Chevron's flagship Tahiti project.

KEY FEATURES

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Asset Discovery
- Asset Inventory
- Asset Management

The Challenge

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.

Following the acquisition of PowerWell Services in 2006, the size and reach of the Expro organization dramatically increased. 24/7 service delivery was in high demand to handle the large volume of calls worldwide. Their existing ITSM solution couldn't scale.

The IT management team defined service management requirements and submitted an RFI to 12 global IT vendors. With the use of a comprehensive scoring system this number was brought down to 6 and then reduced again to 4 vendors. The vendors were invited to demonstrate their solutions to the key Expro stakeholders.

"Change Management and Configuration Management were also important parts of EasyVista that we really wanted to get to grips with, so that we can understand what is supported, by who and how."

The Solution

Expro chose EasyVista primarily because of its flexible cloud/SaaS delivery model. "EasyVista is a 100% web-based solution with out-of-the-box functionality that has been designed from the ground up as a SaaS (software-as-a-service offering). This meant that it was available at a moment's notice anytime, anywhere," explains Sheree Fields, Chief Information Officer Expro Group USA.

"Additionally there were commercial considerations. EasyVista was competitively priced and we felt that EasyVista was a very easy organization to work with. From a technical perspective, they know their product better than any of other companies we talked to," Fields continues.

Benefits

The Expro IT team found the EasyVista solution "incredibly easy to implement with record time-to-delivery of just 6 weeks and little onsite support needed from EasyVista's Professional Services team." The speed of implementation was a direct result of the integrated approach of EasyVista and the value proposition of a cloud solution. EasyVista 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). Since day one, the solution has been fully implemented across the main support facilities in the United States, Asia, North Africa / Middle East and South America.

With EasyVista, Expro has complete visibility into its entire support function - monitoring SLAs, understanding call volume, locations and resolution rates. Expro has aspirations to embark on becoming ITIL aligned. ITIL provides a framework and guidelines for service delivery excellence. Implementing process automation with EasyVista's Easy-ITIL roll-out methodology ensures that Expro has repeatable and auditable processes and can significantly improve the predictability, management and performance of its service desk.

easyVISTA™ **e**V | Neo

ABOUT EASYVISTA™ NEO™

All of our products integrate with our service and support fabric within EasyVista. We call this EasyVista Neo. EV Neo transforms IT Operations Management by abstracting the integration and workflow design complexity from you and your staff.

EV Neo comes complete with advanced back office data and API interactions, and a drag and drop approach to the design and build environment with no coding or scripts at the front end.

"EasyVista 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, "said Sheree Fields. "With EasyVista 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."