



CLIENT CASE STUDY

**Full Managed Services for one of the Nation's
largest providers of compression services
in the oil & gas industry.**





Our client is the one of the largest 3rd party providers of compression services in the oil & gas industry.

Executive Summary

The client in this case study is one of the largest 3rd-party providers of compression services in the oil & gas industry. Its compression equipment provides the means by which customers are able to move natural gas through the domestic pipeline system. The company also provides specialized compression applications aiding in the production of crude oil.

In 2014, the client's leadership identified the potential benefit of partnering with a managed services provider that had the ability to scale to meet its growth.

After sitting down with the DYONYX team and talking through their business requirements, the company chose DYONYX to be its trusted IT advisor because of DYONYX's unique ability to provide a Total IT Solution – Managed Services, Hosting, Security, 24/7 dedicated Service Desk support, Infrastructure Hardware and Application management, and onsite technical support— for Enterprise customers.





DYONYX Service Desk support increased client employee satisfaction, and month-over-month customer satisfaction is being exceeded at



24/7 Dedicated IT Support

This client faces challenges common to many businesses in today's fast-paced, always-available marketplace: managing large amounts of data and keeping its employees across the country supported and connected at any time of the day or night - all in a cost-effective manner.

The company's #1 IT Challenge is providing support for its dispersed team members - in fact, a majority of the client's business works outside a traditional office. Since the company provides compression services for a variety of customers with locations throughout the energy patch, many employees are constantly on the road and often need round-the-clock IT support. The client's IT team worked with DYONYX to find the right solution. By switching to DYONYX's support network, service-level agreements (SLAs) are not only being met, but based on employee customer service satisfaction surveys, month-over-month customer satisfaction is being exceeded at 90+%, which, according to the client's VP of IT, "is not something that is common in the outsourced Service Desk world!"





“DYONYX is large enough to meet our needs but still small enough to provide a personal touch, a relationship with our company.”

Client Director of IT

DYONYX’s Solutions Remove IT Burden and Decrease IT Costs

It was also important for the client to work with a Managed Services provider that could help the company keep its IT costs down - something important for anyone involved in the oil & gas industry today.

“Our customers are involved in the oil and gas business, and the recent volatility in the commodity markets has affected everyone. We are indirectly affected, but we are able to match the right level of service and the right level of labor to meet the needs of our business. **It attests to our relationship and DYONYX’s capabilities, being able to match the right needs to the right requirements,”** said the Director of IT.

In addition, the client stated that DYONYX’s on-site resources are important to the company’s IT success and have removed a good deal of the IT burden away from it’s IT leadership team, freeing them up to focus on the key aspects of their business.





“The level of integrity among DYONYX’s executives is something that stands out to me - you need to be able to trust the people to whom you are handing over a large portion of management of your technology.”

Client VP of IT

Expanding the Partnership

The DYONYX and the client’s partnership has continued to grow over the course of the last two years. Initially, DYONYX provided full managed services including Hosting, 24/7 dedicated service desk, and the on-site technical resources sized for their environment. Since 2014, the client has added on other DYONYX services and applications, including SharePoint support, because of DYONYX’s ability to provide total solutions, allowing customers to scale up and bolt on new services as their business needs expand.

“From a relationship perspective, **DYONYX is really easy to do business with...**as a result, our IT group has been able to remain very agile as we continue to scale up, and what you’ve seen is that we continue to add on more and more services through the life of the contract,” said the VP of IT. DYONYX looks forward to continuing to serve as the company’s trusted IT advisor, providing reliable support, scalability and cost savings.





Celebrating 20 years of Total IT Solutions 1996-2016



About DYONYX

DYONYX LP, is an award winning IT total solutions provider dedicated to helping clients across the globe solve multiple problems through one delivery system. Consulting services include regulatory compliance, security assessments, risk assessments, gap analysis, business process optimization and high level IT strategy. Managed Services include Virtual Cloud Services, ITILv3-aligned Service Desk (Help Desk), managed network and security, disaster recovery, and hosted Exchange.

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