

# CLIENT CASE STUDY



## Client Profile

Headquartered in Houston, Texas, Pride International, Inc. is one of the world's largest drilling contractors. Pride provides contract drilling and related services to oil and gas companies worldwide, operating in over 22 countries, including: West Africa, Latin America, the Gulf of Mexico, the Mediterranean, Middle East and Southeast Asia. With over 7,000 employees, Pride maintains a multinational workforce with offices in the United States, Africa, Asia, Europe and South America.



## Executive Summary

As part of its overarching strategy to outsource non-core areas of the business, Pride awarded DYONYX a contract to provide IT services to successfully support its 7,000 global users providing Helpdesk, Desktop Support and Asset Management/Procurement, from the corporate hub for all regional support groups including Mexico, Brazil, Argentina, France and MEAP. DYONYX developed and implemented all internal IT processes for SOX Compliant security administration requests, helpdesk procedures and procurement/asset management, implemented a helpdesk ticketing package which quickly became the global solution, and automated the ticketing, access request forms and procurement processes.

## Solution

DYONYX provided personal computer, laptop, PDA and Blackberry support via a 24x7 Service Desk using an Altiris ticketing system. Primary end user applications include Microsoft Office and Pride decided to outsource noncore, commodity IT services starting with their IT helpdesk. Current service at the time was decentralized, tools were not implemented, staff was thin, morale was low and as a result, end users were not happy with the support being provided. DYONYX was selected by the new CIO for our experience with high growth, energy services companies, flexibility and ability to make an immediate impact. The Pride contract involved DYONYX technical services including:

- Provide centralization and standardization in a high growth, decentralized energy services environment
- Immediately improve service levels and provide impact to end users, executives and key stakeholders
- Take over all asset management from request to deployment
- Provide support to international end user community in the Americas, Europe and the Middle East
- Interface to Audit function; author, implement and enforce policy based standards and keep documentation up to date
- Single point of contact to open, track and resolve all IT issues including desktop, network and applications support

**Flexibility of Approach** – DYONYX brought stabilization, standards, policies, and SLA's at fixed pricing to allow the CIO to focus on strategic aspects of IT – not reactive commodity level infrastructure support.

## DYONYX

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