

Case Study | Infrastructure Management

Overview

Energy Tubulars, Inc. (ETI) is a full-service OCTG solutions provider to the oil, natural gas and geothermal industries. Through strong partnerships with domestic and international mills, strategically located distribution facilities and quality tubular goods, ETI manages the complete OCTG supply chain for its customers. ETI is uniquely prepared to serve the rapid expansion of the North American exploration boom. ETI supports its customers OCTG supply and logistics requirements in California, the Rockies, throughout the Mid-Continent and Texas and as far east to Ohio. ETI is a multi-generational family owned business operating successfully for over 7 decades.



ENERGY TUBULARS, INC.

Challenges

Energy Tubular's growth rate has been exponential since the company's establishment in 1959. The company originated in Long Beach, CA, and has now expanded with offices in Bakersfield, Denver and Tulsa. ETI relies heavily on their IT Infrastructure with significant use of Microsoft Exchange.

ETI outgrew their incumbent IT provider who struggled to maintain the reliability and dependability of the systems and most importantly maintaining consistent and reliable uptime. ETI experienced frequent incidences of "unplanned" downtime with some instances lasting longer than several hours and in some cases extending beyond the work day. ETI selected Calance because of the breadth of the services available, the fact that Calance's staff were highly trained and were specialists in their field, and for the ability to advance ETI's environment to manage its growing IT needs.

Our Solution

ETI engaged Calance to take over all of their managed services and act as their primary IT company. The services include ongoing help desk support, weekly desktop support, server support, and hardware procurement. The complete server hosting and monitoring in Calance's data center ensures reliability through monitoring and regular maintenance.

The virtual and physical IT solutions provided to ETI are maintained 24/7 to ensure continuous business service. Their Account Manager is also available 24/7 and hosts weekly 1:1 calls to ensure continuous business service.

Results

The results of this relationship includes extensive improvement of ETI's Exchange environment, with consistent uptime and reliability to reduce unscheduled downtime to 99.9%. The IT infrastructure has been stabilized through redundancy and with the use of a cluster environment. Our current solution is geared towards reducing costs and facilitating immediate support and management of IT solutions.

Calance continues to provide ETI with full IT Managed Services and a dedicated Account Manager. We partner with ETI to grow our understanding of ETI's business model to recommend and support IT solutions aligned with their business needs and goals. ETI is a valued customer.

"Calance has provided ETI with a consistent and reliable 'end-to-end' IT solution which focuses on up-time and compatibility with our business needs. This outcome and approach has removed the IT system worry that existed before ETI became involved with Calance."

The personalized support and advice provided by Calance continues to move our IT infrastructure forward and most importantly, I appreciate the partnership, the responsiveness and the joint-ownership of ETI's technical needs. I most appreciate that Calance resources strive to understand our business and then we work together to implement what is right for ETI. ETI now has confidence in its IT system and evolving infrastructure and appreciates the partnership that will continue to drive positive change for ETI. The relationship has been nothing short of a win-win for everybody."

*- Richard Castaldo
CFO, Energy Tubulars, Inc.*

About Calance

Calance is a global IT company with operations in the United States, Canada, and India. Over the years, Calance has grown organically and has acquired numerous successful IT Services firms along the way. As a result, the company today is a mix of diverse cultures, talents and expertise that collaborate globally to bring our best capabilities and thinking to clients. For more information, please contact us at www.calanceus.com.

866.736.5500 | info@calance.com