



Petroleum Company of Trinidad and Tobago Limited Simplifies Asset Management and Resolves ICT Problems Faster with CA Client Automation



CLIENT PROFILE

Industry: Energy

Company: Petroleum Company of Trinidad and Tobago Limited®

Employees: 5,000-plus

BUSINESS

Petroleum Company of Trinidad and Tobago Limited® is a government-owned oil and gas company with more than 5,000 employees. It is Trinidad and Tobago's leading crude oil producer and produces a wide range of petroleum-based products.

CHALLENGE

To minimize costs and maximize shareholder value, ICT support processes must be as efficient as possible. Manual asset management reporting and deskside support visits were time-consuming for the ICT department to deliver.

SOLUTION

With CA Client Automation, the company can automate asset management, simplify software delivery and deliver ICT support remotely. This helps ensure that unused assets are redeployed and obsolete devices eradicated.

BENEFIT

Deskside support visits have been reduced 10-fold with ICT problems now solved within 10 minutes on average. Petrotrin has also improved productivity, simplified compliance and decreased ICT costs.

Business

Supplying oil and gas to the Caribbean

Petroleum Company of Trinidad and Tobago Limited (Petrotrin) is the republic's national oil and gas provider. Wholly owned by the Government of the Republic of Trinidad and Tobago, Petrotrin is the nation's leading crude oil producer, and owner and operator of Trinidad and Tobago's sole crude oil refinery. In its downstream operations Petroleum Company of Trinidad and Tobago Limited produces a wide range of petroleum-based products.

The company has a workforce totalling 5,000 permanent and 2,000 temporary employees. In addition to providing oil and gas, they also offer professional bunkering, laboratory, medical and employee support services to the wider oil and gas industry. Petrotrin has seven offices within Trinidad and Tobago and operations across the southern half of the island of Trinidad.

Over the next five years Petrotrin will focus on increasing production and reserves; maximising returns from refinery investment; building a culture of accountability and high performance; and managing costs.

Challenge

Increasing the efficiency of ICT

Petrotrin's ICT department is responsible for adding to shareholder value by improving communications, streamlining business processes and enhancing decision-making.

To fulfil these responsibilities effectively, the team needs to understand its ICT estate, and in particular the hardware and software used by its employees on a daily basis. Ray Mitchell, Head Infrastructure Support at Petrotrin, comments, "We must have comprehensive asset information to ensure we are compliant with software agreements, support hardware upgrades and facilitate strategic ICT planning."

The company was conducting a manual inventory on a biannual basis. The asset management data collated was then uploaded to the company's in-house asset management system. This process, however, was very time-consuming and information quickly became out of date.

As well as simplifying asset management, Petroleum Company of Trinidad and Tobago Limited wanted to provide its ICT department with remote management tools. "We cover a large geographical area and ICT staff often had to drive between our seven sites to support users," explains Mr. Mitchell. "This was not only inefficient, but meant that users often had to wait several hours before their issues were resolved."

Software upgrades and patch management also involved onsite visits. "To maximize the efficiency of the ICT team, we wanted to be able to manage, secure and update desktops and laptops remotely," adds Ray.

"ICT staff often had to drive between our seven sites to support users."

Ray Mitchell

Head Infrastructure Support,
Petrotrin

Solution

Centralized processes and remote control

“The ICT department can now budget in advance for its annual hardware refresh.”

Ray Mitchell

Head Infrastructure Support,
Petrotrin

After evaluating several different ICT management solutions, Petrotrin decided to implement CA Client Automation in 2000.

“We had been using CA Service Desk since 2000 with great success,” explains Ray. “We selected CA Client Automation due to our long-term relationship with CA Technologies and its ability to integrate seamlessly with CA Service Desk Manager.”

CA Client Automation provides automated and centralized ICT asset management. As well as simplifying ongoing ICT support and management, this information helps ensure that unused hardware and software is redeployed, old equipment upgraded and obsolete devices eradicated.

“The ICT department can now budget in advance for its annual hardware refresh and easily provide the reports needed by the company’s internal audit department,” confirms Ray.

The data also aids software license management. “We can now match the software we use to the licenses we hold to ensure we maintain compliance,” explains Ray. “This avoids the need for costly true-ups.”

Using CA Client Automation’s software delivery capabilities, Petrotrin has automated patch management, which helps safeguard security as well as keeping software up to date. Ray explains, “The solution recently helped with the upgrading of 3,000 desktops and laptops from Microsoft Office 2003 to 2010.”

With access to accurate asset management data and remote control capabilities, Petroleum Company of Trinidad and Tobago Limited service desk staff can support users more efficiently. As Ray confirms: “We can now perform simple troubleshooting and problem resolution activities remotely, rather than having to visit users in person.”

Benefit

Lower costs and better ICT services

All these capabilities have significantly increased efficiency for Petrotrin’s ICT department. “We have reduced the need for deskside visits 10-fold, and decreased the average time for problem resolution to just 10 minutes,” explains Ray. “We are now consistently over-achieving on our service level agreements.”

These improvements in ICT management have resulted in:

- Reduced travel and improved productivity for the ICT team
- Enhanced ICT performance and availability for end users
- Cost avoidance from true-up
- Lower ICT costs.

“The efficiencies we’ve achieved with CA Client Automation mean that ICT staff can now spend more time on strategic projects that maximize shareholder value,” concludes Ray.



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