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Cegal Relies on vRealize Operations to Help Ensure Customers' Vital Operations Stay Up and Running

The Challenge

Cegal is a leading provider of IT and geoscience solutions to the oil and gas industry. A global company with locations in Stavanger, Oslo, London, Aberdeen, Dubai, Houston and Calgary, Cegal provides a unique combination of IT and geoscience domain expertise to fill the gap between IT and exploration and production. With more than 50 highly skilled geoscientists on staff, Cegal is able to offer both the expertise of a service provider with onsite, remote or cloud-based customer data management, as well as supporting cloud-based IT systems for advanced geoscience applications and demanding onshore operations. Although Cegal began as a general service provider, over the years the company has evolved to meet the specific needs of oil and gas customers, who have unique requirements.

The company's GeoCloud offering delivers a full scale cloud-based IT solution for geophysical workflows and back office applications based on best practices and built on market leading products and frameworks, including VMware vSphere. In 2013, Cegal wanted to implement a management tool around vSphere and considered third party options, however it quickly became clear that vRealize Operations was the right choice to support the business as well as its customers' critical operations.

"Our customers rely on analytically-intensive geological and geophysical applications that utilize 3-D modeling to identify and support the exploration of oil and gas resources," explains Dag Ydstebo, IT Architect. "Whether a customer is large or small, geophysical and geological applications are critical to their business. vRealize Operations helps us ensure that we keep our customers' vital operations up and running."

VMware vRealize Operations delivers intelligent operations management from applications to infrastructure across Cegal's physical, virtual and cloud environments. With more than 4500 VMs running, vRealize Operations enables Cegal to monitor the environment and identify issues before they can impact customers, who operate 24x7x365 and expect uninterrupted operations from their service provider.

vRealize Operations has not only automated the identification and remediation of potential performance, capacity and configuration issues, it's simplified reporting has given Cegal visibility across applications and infrastructure in a single console.

"vRealize Operations acts as an early warning system to help us run our environment more smoothly, helping us to take a proactive role in ensuring our customers receive the level of service they need to run complex businesses," notes Ydstebo. "Best of all, it's enabled us to do so without adding resources even as our customer base has increased."

For its largest customers, Cegal relies on vRealize Operations for monthly reporting capabilities to add value to its customer relationships. In addition to

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INDUSTRY
Service Provider

LOCATION
Stavanger, Norway

KEY CHALLENGES

- Identify and remediate performance, capacity, and configuration issues

- Automate manual performance monitoring and reporting tasks

- Provide comprehensive visibility across applications and infrastructure through a single console

BUSINESS BENEFITS

- Minimizes disruption for business-critical customer operations

- Reduces reporting time from hours down to minutes

- Enables optimum performance and availability of applications and infrastructures across their vSphere environment

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providing detailed information on the status of equipment and enabling capacity planning, vRealize Operations has reduced the time it takes to run reports from hours down to minutes.

"With every new release we have new dashboards, better tools that are easier to use, and more capabilities," adds Ydstebo. "vRealize Operations is continually improving to help us keep pace with our customers' complex application and IT requirements."

Today Cegal has the ability to immediately pinpoint issues in its environment, and then quickly identify the root cause and develop solutions. As a unique service provider dedicated to solving the challenges of the most demanding customers, vRealize Operations has given Cegal a solid foundation upon which to continue delivering a level of service and expertise to meet the needs of a dynamic industry.

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