



Industrial Firm Makes World Its Virtual Office Space

To compete with industry leaders, Intergulf must be resourceful in managing its technology. The secure and systematic exchange of critical business data between its mobile workforce and headquarters is instrumental to success.

The Challenge: System downtime and inadequate support

For Intergulf, trusting outside IT “experts” to manage its internal computer network became an unviable option. Consultants’ inordinate hourly fees and repeated inability to permanently resolve IT crises or understand Intergulf’s business processes prompted Mike Canales (Dir. of Internal Plant Operations) to juggle the company’s IT responsibilities along with his regularly assigned obligations.

The Goal: Seamless exchange of data between HQ and mobile workforce

Intergulf was intent on maintaining its high-standards in complying with sensitive, highly regulated health & safety regulations, and could not afford to sparingly stretch its internal resources. IsUtility® was called upon to systemize and secure the company’s information systems, to enable seamless exchange of company data between employees and vendors, and significantly reduce the monetary and personnel costs of daily IT maintenance.

The Result: Employees company-wide work securely under one virtual roof

While Hurricane Ike ravaged the Gulf Coast area, Intergulf employees never suffered lost or delayed access to company data which is protected and backed up in a hurricane-proof SAS-70 Type II datacenter, provided as part of the IsUtility® service.

The need for high-priced IT consultants to resolve technical problems has been replaced with a call to IsUtility®’s 24 x 7 support desk. Mobile executives benefit from a ubiquitous environment – communicating with one another electronically. Intergulf has replaced its dated routine of routinely investing in technology with a predictable monthly fee, and a team of certified experts fully manages its system for about the cost of a few weeks with an IT consultant.

“We can’t afford to expend resources on computer security or remote connectivity. Xvand invests in the technology and understands how to integrate it into our business process.”

- Michael Canales, Intergulf Corporation



Case Study Summary

The Challenge

- ▶ Lost productivity as a result of computer system’s inability to properly synchronize data between mobile workforce and headquarters
- ▶ Recurrent computer security threats drained company resources and created difficulties in maintaining compliance with health regulations.
- ▶ Limited IT resources prevented the company from un-tapping its true business potential

The Results

- ▶ IsUtility’s centralized system allows seamless exchange of data between employees and vendors, leading to improved office productivity and customer relations
- ▶ Proactive system monitoring protects the company from viruses, SPAM and hackers, freeing Intergulf personnel to focus on core competencies
- ▶ 24/7 Help Desk has replaced high-priced IT consultants, drastically reducing IT budgets and computer-related office inefficiencies
- ▶ New opportunities for business growth through utilizing the latest technology and maintaining a predictable and cost-effective IT budget.