

## Canada's Leading Energy Company Benefits from Consumption-Based IT Services Solution

Committed to protecting natural resources and creating energy for a better world, this Forbes Global 2000 energy company has expansive operations that include oil sands development and upgrading, conventional and offshore oil and gas production and petroleum refining. While working to responsibly develop petroleum resources, this leading Canadian energy company continues to expand its growing renewable energy portfolio.

### Challenge

The oil and gas industry is a commodity business which inherently has a considerable level of risk. As the price of oil and gas fluctuates, an energy company's business shrinks and grows accordingly. To mitigate this risk, the company turned to CompuCom to manage much of its IT operations. This allows them to effectively manage the natural ebb and flow of the commodity market by relying on CompuCom to staff and manage their IT department.

### Solution

The energy client initially engaged CompuCom to manage its enterprise rollout of Windows XP. By successfully managing this project, CompuCom established itself as a reliable partner. When the energy company became dissatisfied with its IT service provider, CompuCom was the top contender for this new business.

CompuCom's flexibility, along with its ability to develop tailored, joint solutions that addressed the client's unique needs were clear differentiators. By offering a true consumption-based model, the client benefitted from improved pricing, having only to pay for actual services used.

CompuCom provides a comprehensive suite of services ranging from Workplace Services and Customer Care to Integrated Infrastructure Management, Program Management and Data Center Services to support this company and its 14,000 employees. Within the past five years, the number of desktops supported by CompuCom has tripled, increasing from 6,000 to 18,000.

In 2011, CompuCom helped this client improve management of its vast conference facilities, encompassing more than 850 meeting rooms across their corporate environment. CompuCom developed a meeting room management service that enabled the company's employees to more effectively host and manage in-person as well as virtual meetings. If an issue arises while hosting a meeting, an employee calls the Service Desk and CompuCom will have a technician to the room within five minutes to resolve the issue.

### Outcome

Through the meeting room management service, CompuCom has helped this client dramatically reduce travel expenses while simultaneously enabling improved employee productivity. By allowing CompuCom to staff and manage their IT support staff, this energy giant has significantly reduced their IT support costs. Beyond delivering exceptional service, CompuCom continually strives to increase the overall effectiveness of business processes.

#### Services Delivered

- Workplace Services
- Customer Care
- Data Center Services
- Program Management
- Integrated Infrastructure Management

#### Measurable Results

- Optimized end-user productivity
- Improved service levels and response times
- Increased asset utilization
- Increased overall organizational effectiveness
- Mitigated risk and disaster exposure
- Reduced IT support costs
- Reduced capital investments

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