Case Study: Neftex Petroleum Consultants

Background

Neftex is a dynamic Earth Science research company, a leading provider of geoscience products and services to the Earth resource exploration industries and experts in the worldwide search, discovery and analysis of geoscience information. Their integrated global geological database – the Neftex Earth Model – delivers data, knowledge and insight aimed at helping their clients reduce geological risk in exploration and investment activities. To support them in this, Neftex require a secure, always-on network that is sufficiently flexible and agile to cope with increasing and changing needs and, at the same time, able to support multiple terabytes of data.

Long term

IT-QED's directors have been supporting Neftex's network from the day the company was formed in 1999. In the intervening years Neftex and their network have grown to over 100 people. As the company has developed, so has their network. It started with a small email server, eventually migrating to the current network, which is based on an HP Blade Chassis and HP SAN. The production network has around 10TB of data, all of which is backed up continually to large disk arrays and then offloaded to tape for removal from site. Currently there are around 13 production servers – a mixture of physical servers and 'virtual' machines.

Unique

Neftex have a unique set of requirements, from line-of-business software and massive amounts of data to the need to respond quickly to the demands of a constantly changing industry. The network can accommodate these needs through its dynamic infrastructure, which allows for fast and reliable changes to storage and the implementation of virtual machines. IT-QED implemented, and continues to maintain, a virtualised farm of servers that hosts Neftex's website and their client extranet.

http://www.neftex.com

Benefits

The new system has provided a number of benefits to Neftex, including:

- A resilient and agile network, able to change rapidly as required
- Comprehensive SPAM and virus protection throughout the network (at the edge and at all endpoints)
- Multiple levels of backup protection
- A reduction in SPAM emails and access to emails from Outlook, mobiles and a web browser
- Data access from anywhere via a VPN
- A high level of security through the use of Cisco firewalls.

On-going support

Having designed and maintained the Neftex infrastructure, IT-QED continue to have an engineer on-site 2½ days per week, as well as responding quickly and appropriately to any issues, whether inside or outside normal business hours.

itQED provide Neftex with an unparalleled level of skilled IT support both remotely and during office visits. We are particularly impressed in the way they go the extra mile, especially when troubleshooting and resolving unplanned downtime. It is very reassuring to know that the team at IT-QED make time to support us and are both reliable and trustworthy. For these reason we have now moved our website to be hosted and supported by them as well.

Oliver Morris – Global Manager – Technical Services