Energy Solutions Giant Sees Increased Capabilities, Productivity by Deploying Nagios

Company: Petrofac Malaysia Ltd
Industry: Energy

Company Profile

Petrofac is an international provider of facilities solutions to the oil and gas production and processing industries. Petrofac's range of services provides a total solutions approach to meeting customers' needs across the full life cycle of oil and gas assets. The Petrofac group has its origins as a Texas-based engineering, procurement and fabrication (EPF) business founded in 1981.

Business Needs

Petrofac Malaysia Ltd was in the process of revamping and enhancing their Information and Communication Technology (ICT) infrastructure. Their new ICT infrastructure was to consist of various types of high-end servers and networking equipment for both the HQ, as well as off-shore rig MOPUs. Petrofac was concerned that this type of setup would result in too many monitoring tools being used within the IT department, resulting in either the neglect or under-utilization of a myriad of tools which often provided too much unused information.

Challenge

Petrofac's off-shore floating oil rig site moved slightly in accordance with the sea's motion, which caused problems with its satellite network connection. The oil rig's network often suffered from high latency and occasional disconnects, which intermittently caused the rig's monitored IT infrastructure to appear to be offline when monitored from the HQ. This generated false positives and incorrect historical performance data in Nagios, which was problematic for the IT department.

Solution

To solve its monitoring challenges, a Nagios appliance was deployed on the oil rig and synchronized with the Nagios instance at HQ. This solution eliminated the false positives and incorrect historical data Petrofac was experiencing. Nagios was selected and introduced as a monitoring solution because of its flexibility to incorporate and aggregate a wide range of monitoring services. By using Nagios, Petrofac was able to leverage other systems' own monitoring tools and filter out only those events and services they deemed critical to monitor.

Nagios was also chosen as the preferred monitoring solution because of its ability to monitor deep inside IT systems and monitor services such as virus pattern updates, backup job results, mail queue status, database health and database query speeds

Benefits

Petrofac's IT department is enthusiastic about the power and flexibility they now have from using Nagios to monitor their ICT infrastructure. Nagios' ability to display all monitoring information in a single window, collect historical performance data, provide centralized monitoring, send alerts via e-mail and SMS, and monitor any type of device – all at a low cost – has made it a clear winner for their needs

About Nagios

Nagios Enterprises delivers official products, services, and solutions for and around Nagios® – the industry standard in enterprise-grade IT infrastructure monitoring. With millions of users worldwide, Nagios is the undisputed champion in the IT monitoring space.

About Intuit

Intuit Innovation Sdn. Bhd. is a pioneer and leading provider of Asterisk® IP PBX and Nagios® Network Monitoring solutions in Asia. Intuit Innovation offers a variety of professional services which includes consultancy, installation and support. Our solutions and expertise has helped organizations, from SME to large enterprises, to be more efficient, improve business processes and gain competitive advantage. www.intuitinnovations.com | info@intuitinnovations.com

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