



## Case Study

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# Infrastructure Operations Support for Oil & Gas Refinery

The client is a leading refining and petrochemical company in Saudi Arabia.



# Challenges

## Lack of following support areas to the client's newly setup infrastructure:

- Monitoring/patching/cross-functional support
- Windows and Linux Server Support
- Collaboration Support
- Network Support
- Storage and Backup Support
- Lack of Centralized Monitoring



# LTI Solution

- ✓ Built a server landscape by setting up 590+ Windows & Linux Servers spread across two client locations.
- ✓ Built following infrastructure and support services for newly setup joint venture:

- 329 Wintel, 52 Linux Servers and 5 HP hosts
- VMware virtual infra – 89 ESX hosts, 514 VMs, 3vCenters
- Active Directory – 11 domains
- Exchange On-premises - ~1750 users, 4 Exchange 2010 hybrid env, 2 Exchange 2016 Server
- VDI infra - ~60 concurrent users
- Network Devices: Over 290+.Network - 40 routers, 188 switches, 7 firewalls, 30 load balancers, 3 wireless controllers, Sec Devices: Over 20+ Sec (Cisco, IronPort, Palo Alto, Juniper, FireEye devices).
- 5 Call managers nodes, 2 Unity Connection nodes. 39 Analog and 2 PSTN gateways.
- WebEx Server on premise 250 user capacity with 3 Nodes, CMS 3 nodes, Cisco prime Collaboration 1 Node. Avaya 6 virtual server.
- Storage Devices: Over 2 storage devices (EMC, VMWAX All flash, Net backup devices)
- Tools including ITSM Remedy, Cisco Prime, etc.

- ✓ Conducted SAP storage environment assessment exercise and provided recommendations to migrate to LVM environment for better management of SAP application storage demands.



# Business Benefits

- > **Hassle-free IT-OT transition by setting up infrastructure in just three weeks.**

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