

Infrastructure Management Services

■ Unified Communications



SUCCESS STORY:

Petrobras America

CompuCom Unified Communications Enable Petrobras' Continued Expansion and Growth in the U.S. Market

The Client

Petrobras America is a subsidiary of Petroleo Brasileiro S.A. (Petrobras), one of the largest integrated energy companies in the world. With a presence in 26 countries across four continents, Petrobras is a leader in deep-and ultra deep-water oil and gas exploration.

The Challenge

Petrobras America has been present in the United States since 1987 and owns a 50% stake in a Pasadena, Texas-based refinery. As it embarked on aggressive expansion plans, Petrobras realized that its on-shore communication technologies must provide the infrastructure necessary to sustain innovation in its offshore energy production activities. As a result, Petrobras' in-house technology groups make a habit of investing in new frontier technologies. Nowhere was this more apparent than at the company's facilities in Houston, Texas.

As Petrobras established itself in the U.S., one of its first challenges was to upgrade its communication architecture in the country. The company had inherited an outdated Public Branch Exchange (PBX) system. Capable of sustaining only 100 phone numbers, the system's capacity was quickly eclipsed by the four-fold growth of Petrobras America in 2005 and 2006. Taking into consideration its rapid growth spurt, Petrobras America needed a modern phone system that could support the increasing demands of exploration, production, trading, procurement, and other essential business functions within Petrobras America.

Measurable Results

With CompuCom's Unified Communications solution, Petrobras America was able to:

- *Improve customer satisfaction*
- *Enhance employee productivity*
- *Prepare for the future implementation of additional Unified Communications solutions*
- *Streamline communication processes at all levels of the U.S. organization*



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The Solution

CompuCom provided Petrobras with a complete converged communications solution for their Houston office beginning with system design through end-user training and post-implementation "day one" support. The solution replaced Petrobras America's existing PBX.

Other components in the comprehensive solution included a physical network site survey, equipment staging and integration, structured cabling/UPS/rack installation, and billing system design and implementation. CompuCom understood the strategic value to Petrobras America of creating a system that would allow for future growth and adaptability and created a flexible and scalable solution to meet that need. The solution included state-of-the-art communications functionality tailored to the specific requirements of various business teams at Petrobras America.

The resulting solution operates on a single, Internet Protocol (IP)-based network, offering the benefits of a single physical infrastructure, consolidated and simplified maintenance and support, a single management platform, and a standards-based solution.

The Results

Beyond the immediate benefit of providing a stable communications network for Petrobras' U.S.-based operating unit, CompuCom's solution offered several additional benefits. The first is reliability. Here CompuCom's solution met the test: its solution has not had one failure since it went on line in late 2006. The second is the ability to scale. The current system can handle up to 1,000 users, but can be expanded to accommodate 10,000 users with just the addition of a single card.

The third benefit is secure operational capability. A key to Petrobras' operational effectiveness will be its ability to communicate quickly with their teams operating on the floating production, storage and offloading units (FPSOs) and other platforms in the Gulf of Mexico, particularly in emergency conditions such as hurricanes. Because Petrobras America invested in state-of-the-art unified communications technology, it now has an infrastructure that can be married to satellite-based communications capabilities currently under consideration.

Finally, Petrobras America's communications infrastructure offers the benefit of low-cost replication. In this regard, the CompuCom-designed and installed communications system in Houston has been evaluated by Petrobras units in other countries for possible replication in those locations.

"Petrobras wanted a true partner for this project as we grew our operations in the United States... Unlike other vendors, CompuCom did its research on Petrobras. That gave us confidence that they knew us and our requirements. CompuCom always kept in mind what we needed most."

Antonio Marin
CIO, Petrobras, America

Learn more about CompuCom and our comprehensive services.
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