

Case Analysis



Digitex Supports a leader of integrated products and services for Oil and Gas

Client

A Leading provider of engineering, construction and technical services for the oil and gas industry. These products and services include:

- Production Services
- Oilfield transportation
- Infrastructure Construction
- Maintenance Service

These products and services are provided to over 80 strategic locations, mostly in oil and gas producing areas largely in Alberta's oil sands sector.

Project Scope

The nature of Alberta oil sands sector requires a high level of demand that is often ever-changing based on expensive project timelines. This company requires a unique solution that offers a centralized strategy for the regular office setting in addition to a different strategy for remote locations and project sites. They often require the use of technology services overnight and that particular need for technology services can change in an instant. To manage the equipment required for a variety of locations has taken an enormous time commitment in the past. To move forward with an efficient solution that would save time and money, and required a total "end-to-end" service management integration with daily operations.

Digitex Value

Digitex provided service, tracking & maintenance for over 300 devices to 80+ locations within this account and has offered the fastest turn around times in the industry in some very unique office operating conditions. A customizable service plan has given this company what is necessary to perform under strict project timelines. Management of information and it's accuracy is necessary in offering a "real time" solution that focuses on the service reliability and the management of a wide range of devices. To sustain growth, Digitex offers the ability to request any information regarding the management of their devices with the touch of a button and has invested a large amount of time to make this process as streamlined as possible to ensure that they can save time and money when it comes to the management and serviceability of equipment. The flexibility has allowed the company to focus on everyday operations with the added bonus of a cost reduction and time savings. The operations management workflow of the technology has been customized and streamlined to fit the organizations objectives with Digitex guidance and support.



ABOUT DIGITEX

Digitex is a privately owned Alberta based company with offices in Calgary, Red Deer, Edmonton, Ft.McMurray, and Saskatchewan. Digitex has been providing document solutions & services since 1997.

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