CITIC TELECOM CPC

SUCCESS STORY

Gulf Oil Marine Limited | www.gulf-marine.com

"With CITIC Telecom CPC's cloud, global network connectivity and security services, we have greatly boosted our ordering processing time and work efficiency."

Eason Ding
Global IT Operations Manager

Gulf Oil Marine

Gulf Oil Marine deploys CITIC Telecom CPC's interconnected cloud services to enable secure and speedy access to its applications systems across worldwide offices

Gulf Oil Marine Ltd. ("Gulf Oil Marine") provides services to shipping companies in more than 1,000 ports across 100 countries. To handle such a scale of operation, what they need is a reliable and stable IT infrastructure to support their applications systems and ensure the prompt response to end-customers. Gulf Oil Marine therefore overhauled its IT infrastructure by migrating the mission-critical systems to CITIC Telecom CPC's cloud and boosted its applications connectivity with managed private network service.

Gulf Oil Marine, a Hong Kong-based supplier of marine lubricants to the global shipping industry which operates under Gulf Oil International within the Hinduja Group, has been providing high quality marine lubricants and complementary technical services to shipping companies since 2008. With headquarters in Hong Kong, Gulf Oil Marine operates 10 regional offices worldwide, covering North America, South America, the Middle East, Europe, Africa and all of Asia.

IT Infrastructure overhaul to minimize operation complexity

Gulf Oil Marine stores a lot of information in its internal system which includes the latest inventory level in its warehouses, and the logistics companies' details for product delivery. "The system was accessed frequently by all regional offices and the ordering system was hosted in the headquarters. We faced challenges in facilitating real-time communication and ensuring smooth work flow between its headquarters and regional offices," said Mr. Eason Ding, Global IT Operations Manager, Gulf Oil Marine. That was the reason why Gulf Oil Marine required an IT infrastructure overhaul to revolutionize the way of operation.

TrueCONNECT™

Private Network Solutions

TrueCONNECT™ offers seamless, secure and reliable managed private network services. It uses MPLS network to link together offices and sites in different locations with multiple CoS and guaranteed QoS. It is a cost-effective alternative to IPLC and other Layer 2 private network without compromise to security.

Scalability | High Availability | Security

SmartCLOUD™

Cloud Computing Solutions

SmartCLOUD™ solutions deliver unprecedented flexibility and scalability to enable any-sized enterprise to rapidly deploy any scale of service with little delay or administrative overhead. Customers can dynamically allocate resources to address business tasks, all protected with highly secure connectivity to ensure data integrity. SmartCLOUD™ solutions also seamlessly interoperate with the company's other products and services.

Smarter | Better | Higher Performance

Full suite of managed services to minimize capital expenditure and support global operations

In 2013, Gulf Oil Marine decided to go to cloud, and looked for a cloud services provider that could support its global operation. It selected CITIC Telecom CPC based on two major selection criteria: cost and total solution with service quality. "CITIC Telecom CPC offers cost effective solutions. And, their service scope covers all key elements of a reliable IT infrastructure: cloud, network connectivity and security. This makes vendor management easier for us. We also evaluated our options based on the vendors' background and track record," Ding said.

For better applications delivery including its document management and e-mail systems, Gulf Oil Marine in July 2013 started to use CITIC Telecom CPC's SmartCLOUD™ Compute, a scalable virtual private cloud service, which allows Gulf Oil Marine to easily manage and scale up its IT resources for ad-hoc projects on the same day to cater for today dynamic business environment.

To build a hassle-free first line network defense, Gulf Oil Marine in 2015 deployed TrustCSI™ UTM to guard itself against cyber vulnerabilities. Being a cloud-based service, Gulf Oil Marine needs not make any CAPEX or put in place any comprehensive technical support internally.

To further enhance its systems connectivity, Gulf Oil Marine in 2016 started to deploy TrueCONNECT™ Premium, a managed private network service, which provides a highly secure and efficient network for the transmission of data applications with guaranteed Quality-of-Service. Till now, the connection covers its regional offices in Italy and USA. Ding says, "The service enables a seamless connection between our offices and continuously supports our expanding regional operations."

Shifting focus to core business by outsourcing majority of IT infrastructure

Having migrated Gulf Oil Marine's servers to CITIC Telecom CPC's cloud, the staff at Gulf Oil Marine's regional offices can now securely and directly access the business applications via the cloud. "We no longer needed to maintain an internal IT infrastructure. Our IT colleagues can focus on applications development and productive areas, thereby creating much greater value for the business," said Ding.

To perfect the user experience, CITIC Telecom CPC arranges regular monthly meetings with Gulf Oil Marine. "CITIC Telecom CPC's account managers come in pairs each time: an account manager who gives us a preview of new technology, and a technical account manager who helpfully responds to our technical issues, which other services partners may not have the same service level," said Ding.

Business continuity with cloud disaster recovery

Moving forward, Gulf Oil Marine plans to deploy a disaster recovery solution, in order to comply with its internal compliance requirements. "Gulf Oil Marine grew with CITIC Telecom CPC. It is ever expanding and provides a steady stream of new products. For the next business continuity plan, CITIC Telecom CPC's cloud DR would still be our best choice," said Ding.

CITIC Telecom CPC

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