

Managed IT Services

Astadia helps Tesoro support a nationwide organization with IT as a Service solutions to save costs and meet business and service level objectives.

Tesoro Corporation is an independent refiner and marketer of petroleum products and a Fortune 150 company. Through its subsidiaries, Tesoro operates seven refineries in the western U.S. and its retail-marketing system includes over 1,400 branded retail stations.



Challenge

Tesoro was in need of Service Desk and IT Operations Center services in support of their systems and employees at seven refineries and over 1,400 retail locations. Prior to partnering with Astadia, Tesoro had been using an offshore vendor who, over time, began to increase costs. Also, although not a major factor, language and time zone challenges prompted Tesoro to seek another support partner.

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Company Overview:

Astadia is a premier technology consultancy focused on maximizing the impact and minimizing the risks of today's blended enterprise and cloud ecosystem. Astadia has a 25-year history of providing industry leading solutions including application development, managed services (remote monitoring and management as well as end user support and security) and mainframe legacy modernization.

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Tesoro sought a support partner with a wide variety of solutions that could meet current and anticipated future needs. They also required a partner that could demonstrate the utmost understanding and appreciation for the importance of meeting service level metrics, with quality processes and service level reviews to ensure high visibility and ongoing quality assurance.

Numbers

50

percent

**Cost savings
over in-house
staff**

24x7

**Support round
the clock**

1400

number

**Locations
supported**

Services

- After-hours and weekends L1 Help Desk Support
- 24x7 Remote Monitoring & Maintenance
- Onsite Data Center Support

Solution

Astadia's Service Desk is an extension of Tesoro's in-house desk, providing a single point of contact for IT incidents and requests for assistance from 7pm- 7am on weekdays and full weekends. Astadia technicians and analysts receive, log, track, and route requests for service, and assist end users by answering questions and resolving problems related to the computing environment.

Astadia adheres to current processes and works with Tesoro to improve and develop new processes as needed.

An Astadia IT Operations Center additionally provides Tesoro with round-the-clock monitoring of network related components, Windows servers, production databases, specialized applications and building facility services.

Finally, two Astadia personnel are on-site at Tesoro's Corporate Headquarters to provide ongoing hands-on support to reboot servers, install or upgrade infrastructure software agents, ship and receive data center equipment, monitor back-up jobs, manage the tape library, support and install hardware and provide ad hoc reporting on server infrastructure when needed.

Results

Tesoro is pleased with Astadia's high level of focus on SLA management and our approach for regular reviews which are used to highlight any service gaps and areas for opportunity. Even as helpdesk tickets have increased 250%, Astadia has consistently met and exceeded key service level metrics.

Astadia can help you enhance your processes and generate cost savings. To learn more about how our managed services and solutions have delivered real-life results for our clients, go to astadia.com.