

Case Study



ConocoPhillips

Project Name: Offshore Network Application Performance Assessment

Client: ConocoPhillips UK Limited

Date: November 2013 – February 2014

Client Requirement ConocoPhillips was experiencing performance issues with applications in their offshore environment. These sites were connected via satellite and, although appropriate WAN Optimisation was in place to address the normal latency issues, users still experienced performance issues. A better understanding of these issues was required in order to identify if this was something that could be resolved relatively simply or if the problems were related to the design of the telecoms network.

ConocoPhillips also had a number of new Rigs/Flotels being commissioned in the North Sea during 2014 and wanted to ensure that the telecoms infrastructure being designed and deployed to these new facilities did not replicate the same performance issues.

The requirement was to carry out a detailed network analysis to two nominated offshore facilities. The analysis covered all IT aspects of communications, servers, desktops and applications from which a findings and recommendations report was required. The report would also include details on how improvements could be made to the telecoms setup, with any design recommendations for future offshore deployments.

Our Approach FarrPoint consultants worked with the ConocoPhillips technical team to review and understand the complete infrastructure and all applications deployed across the network. The team then identified the most appropriate analysis tools required to carry out a baseline of application performance; these were Riverbed Application Response Expert and Application Transaction Expert. FarrPoint managed the implementation of these tools on the network and the subsequent monitoring over a six-week period, working closely with Riverbed consultants.

FarrPoint and Riverbed Consultants reviewed and analysed the performance metrics and FarrPoint prepared a findings report which was presented back to ConocoPhillips. This report reviewed the findings against industry best practice, highlighted both the good and bad, and made recommendations on areas where improvements could be made as well as some telecoms design considerations.



Outcome

The project was successfully delivered within the client's timelines and helped identify a number of underlying network issues that ConocoPhillips took away for further investigation. This included review of WAN Optimisation, issues relating to the Proxy Server for web requests and TCP/IP Window sizes. A number of design recommendations were also made in the way users accessed applications or data shares that could be fed into future offshore telecoms deployments.

