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CASE STUDY:  
SHALE INLAND HOLDINGS

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# CASE STUDY:

## SHALE INLAND HOLDINGS

### Client



Shale Inland is a leading supplier of industrial products used in the transportation of energy, information, food, water and more. The company distributes pipes, valves, fittings and a variety of related products, and provides technical solutions in the energy and industrial sectors.

Based in Houston, Shale Inland currently has 47 locations in North America and one in Saudi Arabia.

### Challenge

Shale Inland, through a variety of acquisitions and divestitures, significantly increased the size of its organization. By doing so, Shale Inland nearly tripled in size and quintupled its total number of locations.

While representing a powerful growth opportunity, this acquisition also created serious logistical issues for Shale Inland. The company faced a major migration and integration challenge, as Shale Inland decided that its best option would be to create a new infrastructure to migrate the newly acquired locations.

Considering the size and scope of this effort, Shale Inland's decision-makers realized that the company would be stretching itself extremely thin if it were to attempt to handle this entire endeavor in-house. Such an effort would be taxing financially and in terms of labor.

*Additionally, Shale Inland faced the sizable challenge of managing a much larger infrastructure once the migration and integration process was complete.*

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It also represented a unique development, different than anything Shale Inland had previously attempted. This inherently increased the chances that the effort would encounter difficulties and inefficiencies.

Additionally, Shale Inland faced the sizable challenge of managing a much larger infrastructure once the migration and integration process was complete. Considering the vastly increased size of Shale Inland following its acquisition, the infrastructure and headcount demands facing the firm were far greater than its previous responsibilities. If the organization struggled in this area, however, the whole company would suffer, leading to inefficiencies and undercutting the value of the new acquisition.

## Solution

To take on this challenge, Shale Inland relied on the services of Bell Techlogix, which provided Shale Inland with a complete, end-to-end managed service solution that addressed each and every issue the company faced. This included data center maintenance and optimization, desktop management, service desk support for all end-users and security for mobile device use.

The ability to offer all-encompassing IT infrastructure solutions is one of defining features that makes Bell Techlogix stand out from the competition, and is what made Bell Techlogix the ideal partner for Shale Inland in this situation.

Other service providers can only offer IT infrastructure solutions in a limited number of areas. While this may be acceptable for smaller-scale projects, the challenge facing Shale Inland was too large for such itemized solutions.

Additionally, Shale Inland felt that it was important to work with an organization that had a proven record of providing ideal solutions for firms facing such challenges. Bell Techlogix easily satisfied this requirement.

“Bell Techlogix is able to leverage mature practice disciplines across the entire scope of our IT requirements and deliver through an ITIL-centric delivery model that will optimize our infrastructure, improve reliability and help ensure alignment between our IT services and strategic business objectives,” said Lloyd Boyd, Vice President and CIO at Shale Inland.



*Despite the massive challenge posed by the acquisition of a division that effectively tripled Shale Inland's size, the company was able to smoothly migrate and integrate operations as needed.*

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## Results

Across the board, Shale Inland's utilization of Bell Techlogix's services has been a complete success. Despite the massive challenge posed by the acquisition of a division that effectively tripled Shale Inland's size, the company was able to smoothly migrate and integrate operations as needed. What may have otherwise turned into a logistical nightmare instead was a demonstration in efficiency.

In a short amount of time, Shale Inland had developed a thorough infrastructure network that entirely incorporated the newly acquired division, combining this addition seamlessly with existing operations. This new infrastructure was stable and well-managed, capable of supporting all mission-critical business applications.

This was by no means the guaranteed outcome when Shale Inland first pursued the acquisition. As numerous other companies have experienced, a sudden immense expansion can easily lead to a wide range of problems. Thanks to Bell Techlogix's industry experience, professional expertise and commitment to excellence, though, Shale Inland was able to avoid such problems and instead focus entirely on higher-level issues and objectives.

Bell Techlogix also established conditions that will ensure a stable, functioning infrastructure well into the future. Bell Techlogix provides complete visibility into Shale Inland's network through remote infrastructure management services, service desk end-user support, storage and server infrastructure management, mobile support and asset management services.

Perhaps the most significant result of Shale Inland's partnership with Bell Techlogix, however, is simply end-user satisfaction. Throughout the organization, employees have experienced great success with the resulting infrastructure, allowing them to perform their jobs with efficiency.

In fact, the stability and maturity of Bell Techlogix's processes have led Shale Inland to expand its services, now including 24x7 coverage and application support, proving the value a key business partner can bring! •



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