

F I Oilfield Services Canada

UTILITIES

F I Canada has reliably protected its computer systems with Sophos Anti-Virus® since 2000. In early 2004, the oilfield services company decided to migrate to Sophos Anti-Virus Small Business Edition™. This version provides complete protection in an easy-to-use package better suited to the needs of smaller businesses. It also retains the powerful features such as centralized configuration, 24/7 technical support and automatic virus updates.



Business challenge

F I Oilfield Services Canada Ltd supplies specialized equipment and personnel to drilling and service rigs across Canada. Established in 1994, F I Canada has emerged as the largest tubular handling service company in the country, with over 130 employees in 7 locations.

F I Canada's parent company, Texas-based Frank's International, has over 60 years' experience in the global oil industry. Managed and owned by over three generations of the Mosing family, Frank's International has

offices, plants and service centers in over 40 countries. The engineering, research and technological developments of its parent company have given F I Canada a leading edge in providing safe and efficient oilfield services.

With offices and service stations strategically located in northern British Columbia, the Rocky Mountains and Central Alberta, as well as on Canada's east coast, F I Canada depends on its computer network to keep the business running smoothly.

Key facts

Organization

F I Oilfield Services Canada Ltd

Location

Edmonton, AB, Canada

Number of users

25 (includes 10 remote users)

Desktops

Windows

Solution

Sophos Anti-Virus Small Business Edition

"Sophos's support team is outstanding, patient and knowledgeable. No other vendor offers this one-on-one service."

Harvey DeCock, Network Administrator, F I Canada

F I Canada has successfully relied on the Sophos's enterprise solution, Sophos Anti-Virus, since 2000 to protect its network against viruses, Trojans, worms and spyware. When Sophos Anti-Virus Small Business Edition (SBE) became available in early 2004, the oilfield services company decided to change over to a small business solution that would better suit its needs as a smaller enterprise.

Technology solution

Before choosing to migrate to Sophos Anti-Virus SBE, F I Canada evaluated two other anti-virus solutions – Norton Anti-Virus and McAfee. At the top of the list of criteria was the availability of centralized configuration, 24/7 online support, and ease of installation for non-technical users. Sophos Anti-Virus SBE fit the bill on all counts.

An important deciding factor was Sophos's AutoUpdate feature, which downloads updates hourly over the internet, automatically and securely deploying the latest protection from SophosLabs™ – Sophos's global network of threat analysis centers – to networked and remote computers.

According to Harvey DeCock, who heads up F I Canada's IT team, "With the increasing number of viruses being unleashed, monthly or weekly updates will not suffice. The automatic update option with Sophos means that all our networked computers are protected."



Another key factor was Sophos Anti-Virus SBE's streamlined installation process. The straightforward user interface enables even non-technical users to install and manage the software.

"With the help of your patient and knowledgeable support team, an installation can be done by anyone of average computer and networking skills," says DeCock. "I am self-taught and spend only 20 percent of my time on IT-related matters, but I was able to install the technology quickly and easily."

Business results

Thanks to Sophos Anti-Virus Small Business Edition, F I Canada enjoys centrally managed anti-virus and anti-spyware protection for its entire network, including remote users. DeCock greatly appreciates the instant status overview of every computer on the network, provided by the Sophos Control Center, which allows unprotected or new computers to be identified and virus alerts to be monitored. "Being able to see the status of most computers on one screen is great. The central configuration is essential," he confirms.

F I Canada has unlimited access to Sophos's 24/7 technical support, 365 days a year. The service includes access to 24-hour telephone and email support and an online knowledgebase. "I have used technical support for everything from network installation to virus removal on a single workstation," says DeCock. "Sophos's support team is outstanding, patient and knowledgeable. No other vendor offers this one-on-one service."

He concludes "We've never sent our parent company a virus from our Sophos-protected networked computers. Once you find something that works easily and efficiently, there's no reason to change."

To find out how Sophos products can help protect your organization, visit www.sophos.com/products, call toll-free 1-866-866-2802, or email us at nasales@sophos.com.