

TESCO CORPORATION

Solution Overview

Industry

Oilfield Services

Microsoft Business Solutions Partner

Callow & Associates Management Consultants, Inc.
Calgary, Alberta, Canada

Scenario

A growing company, Tesco Corporation needed a solution that would service multiple international locations, providing the company with knowledge and tools to help them manage business effectively.

Company Profile

Tesco Corporation designs and manufactures a variety of drilling rigs, machinery and related equipment including top drives, snubbing systems and a patented casing drilling system.

Benefits

Microsoft Business Solutions has given Tesco Corporation a robust business solution, which has increased efficiency and improved financial reporting.

Software Used

Microsoft Business Solutions—Great Plains
Financials
Inventory and Order Processing
Customization Tools
Human Resource Management
Microsoft SQL Server™

Demographic Information

Annual Revenue: \$200+ million CAD
Number of Employees: 700
Number of Users: 75
International Sites: 24

Migrated from SUN systems and multiple custom solutions

A large company with multiple locations and a high volume of inter-divisional sales in various countries, Tesco Corporation needed a solution that could link remote users, while providing a more efficient way to gather information.

With more than 700 employees in 15 countries, Tesco Corporation has experience in every major petroleum-producing region. They are a global leader in the design, manufacture and service of technology-based solutions for the upstream energy industry. Their ability to transform leading edge technologies into reliable and cost-effective solutions makes Tesco Corporation a master of innovation.

In being members of the technical community in so many locations, Tesco Corporation offers strength that comes from worldwide resources. The company goal is to change the way people drill oil and gas wells, making operations safer and more efficient.

Time for a Change

Tesco Corporation utilized a large number of custom-written legacy systems that were unable to keep pace with the company's growth. The cost of using and maintaining this non-integrated software was more than \$400,000 each year. Additionally, \$250,000 was being spent annually on administrative staff who worked to maintain company information.

Multiple locations presented Tesco Corporation with a challenge in gathering information from the remote locations. It was also difficult to provide these locations the knowledge and tools to manage business effectively.

The need for a fully-integrated system that would provide continuity of information across multiple locations and countries became increasingly urgent as Tesco Corporation expanded to more locations in more countries. The company needed the ability to support each local business unit while monitoring each unit for accountability.

Tesco Corporation approached Microsoft Business Solutions reselling partner Callow & Associates with a list of challenges to their current system and demands for a new system. The company investigated many industry-specific solutions before choosing Microsoft® Business Solutions—Great Plains® for its power and functionality.

Cooperation and Installation

Through working sessions with more than 50 Tesco Corporation employees, requirements were fine-tuned and the baseline for a new system defined. With recent corporate reorganization, a large user count and short window for implementation, the project seemed daunting.

The IT group at Tesco Corporation began to manage the distribution of the many tasks that needed to be completed so the group could gain product knowledge. Certain areas or modules were assigned to members of both teams who either already had expertise

"I believe our [Microsoft Business Solutions] product will be able to grow with us and benefit us tremendously. Having almost all the information a person needs all in one place and at your fingertips is terrific."

Leron Crapo
Controller
Tesco Corporation

or were quickly going to become experts. These team members had to work closely together to teach, learn, implement and troubleshoot.

The cooperation between Tesco Corporation and Callow & Associates in planning, data conversion, customization, integration and support made this a satisfying and successful implementation. Open communication has allowed for the completion of post-implementation activities in a timely manner, exceeding the expectations of Tesco Corporation.

Continued Solution Growth

The Tesco Corporation solution includes approximately 100 VBA, Dexterity and Microsoft SQL Server Stored Procedure/Trigger customizations designed to streamline business processes. These customizations have allowed Tesco Corporation to solve unique business problems ranging from payroll to human resources to sales and purchase order processing.

Tesco Corporation uses Microsoft Business Solutions' CustomerSource and eSupport to answer a significant number of users' questions. Callow & Associates review these support incidents to ensure a high level of satisfaction.

The addition of supporting applications that integrate with Microsoft Business Solutions has been easy because of Tesco Corporation's experienced internal staff. The company has added new projects for modules including Human Resource Management and Canadian Payroll after the success of the initial implementation. Tesco Corporation continues to discover new opportunities where Microsoft Business Solutions can deliver efficiencies throughout the organization.

Return on Investment

Improvements for the Tesco Corporation have shown themselves in many ways, including:

- **Increased Efficiency:** Microsoft Business Solutions has trimmed three weeks off month-end closing procedures. Tesco Corporation has realized a business increase of 55 percent with a staff increase of only 15 percent.
- **Improved Financial Reporting:** The power of FRx Financial Reporter allows Tesco Corporation to provide users with real-time access to financial results globally, allowing business decisions to be made based on relevant facts. Month-end financial reports are sent out the day they are completed, rather than two or three weeks later, as with previous solutions.
- **Multiple Location Control:** The new solution has allowed Tesco Corporation to take advantage of having a central data repository while maintaining business unit independence and accountability. Now with a coherent, integrated solution, Tesco Corporation has the ability to extend knowledge, tools and support via the Internet from the local business unit to anywhere the company does business.
- **Support Services:** Tesco Corporation utilizes the classroom and on-site training provided to the user community by Callow & Associates to ensure the company is fully utilizing its new solution. Callow & Associates provide regular training

For more information about Microsoft Business Solutions, visit www.microsoft.com/BusinessSolutions

© 2002 Microsoft Corp. All rights reserved. Microsoft and Great Plains are either registered trademarks or trademarks of Microsoft Corporation or Great Plains Software, Inc., in the United States and/or other countries. Great Plains Software, Inc. is a wholly-owned subsidiary of Microsoft Corporation. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

This document is for informational

sessions to Tesco Corporation's IT support team to enhance support capabilities, also increasing user satisfaction.