

# Case study

## Fluenta



### Hybrid cloud for a global engineering workforce

#### Key benefits

- Hybrid cloud hosting solution
- Desktop as a Service
- Remote access to ERP
- 24/7 IT helpdesk

**Fluenta, a global leader in flare gas meters, services many of the world's oil rigs and refineries, often in some of the world's most challenging environments. Fluenta understood that leading the way with innovative technical change in their industry would require an IT partner that could step up to the plate and deliver a solution that worked for every function across the business, wherever they may be.**

With offices in Cambridge, USA and Poland, alongside a far-reaching remote workforce across the Middle East, Europe and South-East Asia, the business' needs of an IT infrastructure had to be more robust and stable than most.

Julian Dudley-Smith, Supply Chain Director at Fluenta, explains: "Fluenta was essentially acting as three independent businesses operating in three different countries, running across multiple systems and with an infrastructure that wasn't as scalable as we needed it to be."

Fluenta had previously been provided with a multifaceted IT infrastructure, comprising of an inappropriately assessed cloud-based ERP server, in house servers and networks optimised for group level activities. The company also relied on other software, such as Salesforce, as well as Microsoft Exchange and Sharepoint to fulfil all of its business requirements.

Combining all of these services into one managed solution was proving to be challenging. Julian elaborates: "The company that provided the original cloud IT services hadn't thoroughly



assessed the requirements our business might have in the future, which resulted in a provision that ultimately didn't meet our needs."

Martin Philips, Fluent's Marketing Manager, adds: "Sentis, and Neil Homer in particular, took the time to understand our requirements when it came to setting up appropriate cloud solutions. We were impressed with their pragmatic approach to designing a robust and scalable solution. We'd spoken to other providers during this process but Sentis was the only one that came up with an honest and fair commercial offering."

Neil Homer, Sentis' Director, commented: "Working with Fluent on their requirements was a pleasure. Right from the beginning they knew their challenges and they knew what they wanted from an IT platform."

"By taking a 'do it once, do it right' approach, we designed and implemented a custom Hybrid Cloud solution, which combined the best of the Microsoft Cloud and Office 365 with Private Cloud and custom integration technologies. The result is a fully managed Desktop as a Service solution, with a seamless user experience (UX) across both laptop and remote desktop."

Sentis Managed Solutions managed the migration of SYSPRO ERP to the new cloud hosting environment.

**"We hadn't anticipated quite how much Sentis really understood what we wanted and what we required in order to achieve a unilateral, sturdy infrastructure."**

Cloud hosting offered real-time access to critical data, designs and engineers notes, which has proven invaluable to Fluent's growing business demands.

Fluent has three offices – Houston, Cambridge and Gdansk – and approximately half of the workforce travels one to five times a month. Furthermore, the company's service engineers spend up to 80% of their time travelling to sites. This meant that access to the latest designs, notes and information relating to a particular job at any time was a critical factor in ensuring that Fluent's engineers could complete a job successfully.

Delving further under the hood, Sentis provided a bespoke package that met the needs of Fluent's remote workforce and, in particular, engineers. Julian elaborates: "When our engineers are out doing the commissioning and installation of our products, which could be anywhere in the world on an oil rig or platform,

they need access to updated plans and drawings. They're relying on drawings, designs and information that might not be the most up-to-date, which is a huge risk to successfully delivering our projects.

"Sentis came up with a fantastic solution for this which enabled continuous synchronisation between identified files, the shared servers and individuals' local drives. Every time an engineer logs off, there's a backup made of their live files, meaning that they always have access to updated technical drawings from a central database."



Fluenta also noticed an opportunity to further strengthen its delivery process by both streamlining data entry and stronger working practices.

“One of the things we wanted of our new ERP was the ability to join offices together and automate some of our processes”, Julian adds. “We had an issue where the different offices weren’t communicating exceptionally well, and we had multiple datasets stored in different places. What we wanted was something that we came to refer to as the single version of the truth, with one source of data using a hybrid cloud solution for us to work as one international business.

“It allowed multiple staff in different locations to work to a standardised process, which has been very well received by our workforce. Whereas we’d previously run into issues where the three different offices would end up quoting three different prices for the same job, this standardised process has transformed the business in terms of working cohesively as a worldwide organisation.”

With the system now fully functional, Sentis continues to provide ongoing platform management and support services to Fluenta. Martin adds: “As we’ve now moved from the implementation phase to having a managed service, Sentis has risen to the occasion time and time again. No helpdesk request is too small or too complex, and Sentis’ staff not only understand our IT requirements but don’t ever speak in jargon.”

For Julian, it was an important project to get right: “We hadn’t anticipated quite how much Sentis really understood what we wanted and what we required in order to achieve a unilateral, sturdy infrastructure. Having this platform has been nothing less than transformational for our business.”

## Key client facts

**Turnover: £10m**

**Employees: 40**

**Profile: Manufacturing**

**Description: Global leader in flow gas meter technology**

**Industry: Oil, gas, engineering, technology**

**Location: Cambridge, UK. Houston, USA. Gdansk, Poland.**



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# About Sentis



At Sentis, we don't believe in 'standard IT'. We do believe that where IT plays a critical role in the operation of your business, then it's vital to make sure IT supports your business strategy.

That's why we work to really understand your business in order to help you get the most from the technology and people available. And because every business is different we understand that what works for one won't necessarily work for another.

Equally we know that most businesses simply want their IT to work, without getting too involved in the finer detail. So, we take the 'tech out of technology' by explaining things in simple terms and getting right to the benefits, without getting hung up on features.

We have a dedicated team of experts in the office and out on the road, offering helpline and on-site support to keep your business moving should your IT let you down. The whole team is totally committed to delivering excellent customer service, without baffling



## Our range of technical specialists includes:

- Technical Solutions Specialists
- Implementation Management
- Support Analysts
- Senior Consultants
- Data Centre Specialists
- Project Managers

As an independent company, we are not tied to any hardware or software vendors, so are always able to recommend exactly what is right for you. Our cloud based services are delivered via data centre locations in Leeds, Newbury and London.

Our individual approach, a broad range of technical expertise (in plain English) coupled with excellent customer service and no limitations on the technology we can offer makes Sentis a true partner.

[www.sentisms.com](http://www.sentisms.com)

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