



# ISE Opens Cash-Savings Spigot for Forbes Energy Services

When Forbes Energy Services went public in spring of 2008, IT Director Pete Crisp knew the company's IT infrastructure and processes would be more essential than ever. Crisp wanted to make sure all IT initiatives at the oil and gas services company were extremely efficient and compliant with federal regulations—it was time for a critical assessment.

A thorough evaluation determined that Forbes needed a new email system and efficient storage to support it. Forbes selected Xiotech's Emprise™ 5000 storage system, featuring patented Intelligent Storage Element (ISE™) technology, which allowed the company to improve the performance and reliability of its email system, while reducing service fees. Today, Emprise 5000 is providing time and cost savings well beyond Crisp's expectations.

## Priorities: Reliability, Performance, Scale

For the past year, Forbes has outsourced all of its IT services—including management and support of its direct attached storage (DAS) infrastructure—to systems integrator Resonant Technology Partners. Forbes again turned to Resonant to guide the company through its latest IT project.

The first recommendation from Resonant CEO Stephen Mark was to remedy Forbes' email governance issues by moving from a hosted system to an in-house email system using Microsoft Exchange.

Resonant also knew Forbes' corporate email must be supported by a more resilient storage architecture. Forbes' previous DAS system was costly to maintain; inefficient; and lacked the performance, reliability, and scale Forbes' growing business demanded.

"Forbes is a 24x7 company and email is critical to our operations," says Crisp. "I was hesitant to bring it in house, but once Stephen showed me the Emprise 5000 system and how it would support our email system, I knew it was the best direction to take."

The ISE technology on which Emprise 5000 is built provides unmatched reliability—preventing most disk failures and fixing those that do fail, in place, without downtime. The system also offers industry-leading performance, flexible deployment options, and the ability to scale up and out as Forbes' needs change.

## The Lowest TCO

In making the final decision, Forbes and Resonant conducted a total cost of ownership (TCO) analysis of several vendor offerings.

"The Emprise 5000 system's TCO beat all other products we considered. Plus with Xiotech's five-year, no-cost hardware warranty, I have great confidence in the product's reliability. With the industry-leading SPC (Storage Performance Council) price-performance numbers



### Industry

- Oil and Gas Services

### Location

- Alice, Texas

### Requirements

- Enhanced performance
- Improved reliability
- Reduced costs
- Scalability for future growth

### Xiotech Solution

- Emprise™ 5000

### Benefits

- Dramatic performance improvements across email and accounting systems
- Unmatched reliability, ensuring data is protected and available
- Lowest TCO of all systems analyzed
- Ability to scale out and up as needed for long-term investment protection

### Operating Systems

- Microsoft® Windows® Server 2003

### Applications

- Microsoft Exchange Server 2007
- Microsoft Great Plains (Microsoft Dynamics GP)

### SAN Infrastructure

- Cisco®



on top of this, it was an easy decision," says Crisp.

"The entire implementation process was so smooth. We had the system up and running in just a few hours with no disruption to Forbes' business," says Resonant's Mark.

## Proven Time and Cost Savings

Forbes is delighted with the ongoing time and dollar savings the company has realized with the new technology. Before Emprise 5000, Resonant had to frequently rebuild Forbes' servers due to DAS constraints.

Crisp says: "Everything has gone extremely well. With Emprise 5000, Resonant is spending far less time managing our storage, so we can allocate those dollars to more strategic projects, such as our document imaging initiative."

The Emprise 5000 system also has dramatically improved performance of Forbes' email system. Employees now have faster access to their email, greatly improving productivity.

"Xitech's Emprise 5000 storage system provides incredible performance," adds Crisp. "I can't even begin to quantify the difference between our previous DAS system

and Emprise 5000. Xitech says Emprise 5000 delivers industry-leading performance, and with our experience we believe it."

## Broadening the Emprise Advantage

Forbes is so happy with Emprise 5000 that it recently moved another mission-critical application over to the storage system and is seeing even greater benefits.

"Before Emprise 5000, we had a lot of issues with our accounting system," says Crisp. "The Great Plains application required more and more capacity, and we kept running out of drive space."

"We saw such immediate performance and reliability benefits with

our Exchange environment that we decided to test our Great Plains application with the Emprise system," adds Crisp. "It could not have been a better decision."

The Emprise 5000 system also supports

Forbes' future growth plans. Today, it is connected to multiple servers in a Fibre Channel network. When Forbes needs additional capacity or performance, the solution can easily scale out—by adding Emprise 5000 systems to the network—or scale up to an Emprise 7000 full-featured storage area network (SAN) solution.

"Emprise 5000 provides us with a cost-effective building block, so we can easily grow our storage solution as needed," explains Crisp. "We really like that we started with Emprise 5000, which is providing us with the performance and capacity we need today, but then can use it as the foundation for an Emprise 7000 SAN."

"With Xitech, our investment is protected for the long term, without up-front costs for capacity or features we don't need today," he adds.

Emprise 5000 also makes an excellent target for off-site data protection. Forbes plans to add an Emprise 5000 system at a disaster recovery site next year, and will then replicate data between the two locations, ensuring the organization's data will be protected.

"We are thrilled with the Emprise 5000 storage system and look forward to building more of our IT infrastructure on Xitech's Emprise line," concludes Crisp.

*"The Emprise 5000 system's TCO beat all other products we considered."*

### About Forbes Energy Services

Based in Alice, Texas, Forbes Energy Services Ltd. is an independent oilfield services contractor that provides a broad range of drilling-related and production-related services to oil and natural gas companies, primarily onshore in Texas, Mississippi, and Mexico.

Forbes was established in 2003 and already has grown to more than \$300 million in revenues and more than 2,500 employees across three divisions—CC Forbes, Tx Energy Services, and Superior Tubing Testers.

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