

Case Study: USA Compression

Client Profile

USA Compression Partners, LP (USAC), based in Austin, Texas, is one of the largest 3rd-party providers of compression services in the oil & gas industry. Its compression equipment provides the means by which customers are able to move natural gas through the domestic pipeline system. USAC also provides specialized compression applications aiding in the production of crude oil.

USAC leadership identified the potential benefit of partnering with a managed services provider that had the ability to scale to meet USAC's growth. After sitting down with the DYOPATH team and talking through their business requirements, USAC chose DYOPATH to be its trusted IT advisor because of DYOPATH's unique ability to provide a Total IT Solution – Managed Services, Hosting, Security, 24/7 dedicated Service Desk support, Infrastructure Hardware and Application management, and onsite technical support—for Enterprise customers.



- Founded in 1998
- Headquartered in Austin, TX
- 450 Employees
- DYOPATH Client since 2014

CHALLENGE	SOLUTION	BENEFITS
<p>Trying to keep employees supported and connected at any time of the day in a cost effective manner.</p>	<p>DYOPATH's on-site resources are important to the company's IT success and have removed a good deal of the IT burden.</p>	<p>DYOPATH provided full managed services including Hosting, 24/7 dedicated service desk, and the on-site technical resources.</p>
<p>Providing support for their dispersed team members –in fact, a majority of USAC's business works outside a traditional office.</p>	<p>DYOPATH was able to provide a cost effective solution to USAC.</p>	<p>USAC has added on other DYOPATH services and applications.</p>
<p>Employees are constantly on the road and often need round-the-clock IT support.</p>	<p>DYOPATH has provided USAC with the ability to scale up and add on necessary applications.</p>	<p>Able to scale up and bolt on new services as their business needs expand.</p>

“The level of integrity among DYOPATH's executives is something that stands out to me you need to be able to trust the people to whom you are handing over a large portion of management of your technology.”

Brian Nettles, USAC VP of IT

24/7 Dedicated IT Support

USAC faces challenges common to many businesses in today's fast-paced, always-available marketplace: managing large amounts of data and keeping its employees across the country supported and connected at any time of the day or night -all in a cost-effective manner.

USAC's #1 IT Challenge is providing support for their dispersed team members -in fact, a majority of USAC's business works outside a traditional office. Since the company provides compression services for a variety of customers with locations throughout the energy patch, many employees are constantly on the road and often need round-the-clock IT support. USAC IT worked with DYOPATH to find the right solution. By switching to DYOPATH's support network, service-level agreements (SLAs) are not only being met, but based on USAC employee customer service satisfaction surveys, month-over-month customer satisfaction is being exceeded at 90+%, which, according to VP of IT Brian Nettles, "Is not something that is common in the outsourced Service Desk world!"

"DYOPATH is large enough to meet our needs but still small enough to provide a personal touch, a relationship with our company."

Julie Bullerman, Director of IT

DYOPATH's Solutions Remove IT Burden and Decrease IT Cost

It was also important for USAC to work with a Managed Services provider that could help the company keep its IT costs down -something important for anyone involved in the oil & gas industry today.

"Our customers are involved in the oil and gas business, and the recent volatility in the commodity markets has affected everyone. We are indirectly affected, but we are able to match the right level of service and the right level of labor to meet the needs of our business. It attests to our relationship and DYOPATH's

capabilities, being able to match the right needs to the right requirements," said Bullerman.

In addition, USAC stated that DYOPATH's on-site resources are important to the company's IT success and have removed a good deal of the IT burden away from the USAC IT leadership team, freeing them up to focus on the key aspects of their business.

Expanding the Partnership

The DYOPATH and USAC partnership has continued to grow over the course of the last two years. Initially, DYOPATH provided full managed services including Hosting, 24/7 dedicated service desk, and the on-site technical resources sized for their environment. USAC has added on other DYOPATH services and applications, including SharePoint support, because of DYOPATH's ability to provide total solutions, allowing customers to scale up and bolt on new services as their business needs expand.

"From a relationship perspective, DYOPATH is really easy to do business with, as a result at USAC, our IT group has been able to remain very agile as we continue to scale up, and what you've seen is that we continue to add on more and more services through the life of the contract," said Nettles. DYOPATH looks forward to continuing to serve as USAC's trusted IT advisor, providing reliable support, scalability and cost savings.

About DYOPATH

DYOPATH, is an award winning IT total solutions provider dedicated to helping clients across the globe solve multiple problems through one delivery system. Consulting services include regulatory compliance, security assessments, risk assessments, gap analysis, business process optimization and high level IT strategy. Managed Services include Virtual Cloud Services, ITILv3-aligned Service Desk (Help Desk), managed network and security, disaster recovery, and hosted Exchange.