

Clearview Engagement Abstract



Client Name: **Offshore Logistics, Inc.**

Industry: **Manufacturing/Defense**

Client Description

Offshore Logistics, Inc., a \$450M company headquartered in Lafayette, Louisiana. The firm provides a variety of services to the petroleum industry, including air transportation and oil production management. Through a network of subsidiaries and affiliates, it operates one of the largest fleets of commercial helicopters in the world.

Situation Assessment

This logistics company had recently completed several mergers and needed to consolidate their IT processes. In addition, they were implementing an ERP system.

How Clearview Helped

Clearview was engaged to facilitate a competitive bid process and to provide intermediary services. As a part of the engagement, Clearview developed an RFP; conducted the bid process on the client's behalf; developed an evaluation process by which the client could select an appropriate outsourcer; and provided contract authoring and negotiation services.

The key service areas for the RFP were:

- Data center operations (mid-range and servers);
- Customer support (Help Desk);
- Problem and change management;
- Network services (data).

Clearview was successful in assisting the client in securing an outsourcing relationship with a more manageable agreement that provided enforceable service level agreements, reduced cost of services, and improved performance.

Key Deliverables:

- IT and Business Services review and assessment;
- Departmental reviews to determine requirements;
- Financial analysis, budget and forecast;
- Comprehensive RFP;
- Vendor selection;
- Contract negotiation;
- On-going management assistance.