

Services of information and technological support to the Moscow branch of LUKOIL Overseas Service B.V.

Sector: Oil and gas

Region: Russia

Client: LUKOIL

Task: The main objectives related to supporting the technological infrastructure of the office were:

- operation rollout and transfer of automated workstations;
- technological support of activities (video and audio conferences);
- VIP servicing.

Result: The Parma Telecom LLC accepted the office technological infrastructure for operation and fully organized its support.

Review: "The successful experience of the Parma Telecom LLC team's work within the framework of the information and technological support of the foreign companies of the LUKOIL Overseas Group proves high qualification of the company employees who can efficiently organize, manage and provide IT services according to the ITSM methodology and ITIL recommendations under the conditions of fast changing business requirements."

Chief Information Officer, V.I. Skorobogatov

* The project was implemented by the Parma-Telecom company (ITPS Group)

** The material is available in Russian version only