



● Effective communications improving cost efficiencies. ●

The Background

Stena Drilling is a maritime drilling contractor based in Aberdeen.

A global business, Stena Drilling holds a portfolio of successful past and present operations in the North Sea, US Gulf of Mexico, South East Asia, Mediterranean, Caribbean, South America, Australia, North Africa and West Africa. In expanding its fleet of well-maintained drilling units, the company has had an active role in building and converting rigs and, in doing so, pioneering some of the most leading-edge technologies and innovations in the drilling world.

The Challenge

Stena Drilling originally partnered with Nessco in 2005 for the maintenance of its Mitel 3300, and more recently, Spiritel for the maintenance of its Mitel 3300 MXe II controller. Following the acquisition of Spiritel at the end of 2010, Daisy has continued to develop the relationship.

Stena Drilling wanted to enhance communications between its sites and increase the flexibility for its workers to enable them to work off site efficiently.

The Solution

To make it easier for employees at Stena to work off site, Daisy paired the company's landline extensions to mobile phones and implemented the 'voicemail to email' function so that they are able to benefit from uninterrupted communications whilst on the move.

To improve reliability on site Daisy provided Stena with resilient controllers as well as an audio web conferencing solution to allow the customer to control their costs. Daisy provided additional support by reassigning their extension numbers and also managed the installation of a controller at a new site in Stjordal, Norway. This new installation allows transparent connectivity between the sites and centralised administration functions.



The Result

Ian Fraser, IT Manager at Stena Drilling, said: "Following the updates from Daisy it has enhanced our overall communications and has increased our availability to be able to work off site. It is really beneficial to still be able to get calls whilst out of the office and the 'voicemail to email' function is a very useful feature.

"Now that we have the audio web conferencing technology we are able to further control our costs, rather than having to use an external provider at premium rates as we had to previously.

"Daisy had a real understanding of our business' goals and worked really well with our other suppliers in order to integrate all the services. We are now able to be more confident about our voice communications. We have removed a single point of failure, which is important for our voice communications and our Emergency Response function."

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NB: This is a service provided free of charge to our clients and we will include links to your business' website.

