



“Since we’ve been with Global Crossing, our network has been more reliable than ever before. As a provider, their support is better organised and more efficient than we’ve previously ever experienced. The result for us is more network uptime and less time spent on resolving problems. We have been liberated allowing us to operate our business better. Global Crossing has delivered all the way.”

-Keith Wilson, Network Manager,
Bristow Group

**One Planet. One Network.
Infinite Possibilities.**

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GLOBAL CROSSING HELPS BRISTOW FLY HIGH

Bristow Inc. is one of the world’s largest providers of helicopter services.

Operating from around 30 locations around the world, this truly global organisation offers a wide range of services including helicopter transportation, maintenance, and search and rescue to the offshore oil and gas industry - and other business sectors.

Through recognised brand names such as Bristow Helicopters and Air Logistics, the company has earned an international reputation for safety, reliability, its speed of response and for the high quality of service experienced by its customers.

Supporting Bristow’s worldwide commercial operations is the company’s integrated business management information system. This comprises a number of mission-critical applications such as aircraft tracking and the real-time management of aircraft maintenance.

The use of Global Crossing’s fully managed IP-virtual private network means Bristow Group can now benefit from the reliability, functionality and visibility it needs from its global network. The result is a globally-dispersed, multi-site operation, functioning at optimum efficiency and remaining as a clear leader in its own business sector.

THE CHALLENGE

The business environment in which Bristow operates is driven by the need for precision and attention to detail. This is particularly so when it comes to the ongoing maintenance of the company’s worldwide fleet of 526 aircraft because safety is such a paramount issue.

Industry regulation dictates that every single component of each aircraft – from nuts and washers upwards – has a designated flying time. After a specified time, each and every aircraft component must be either refurbished or replaced. Failure to execute this – even for a small bolt or bracket – would result in that component becoming ‘out of time’ and the

aircraft it belongs to being grounded or classed as AOG (Aircraft on the Ground).

Ensuring that all aircraft are ready, able and safe to fly, and that maximum operational availability is maintained, is a business imperative for Bristow. To achieve this, the company relies on its users in 28 worldwide locations having access to company’s business management systems. Running over five Citrix farms, located in Aberdeen, UK; Stavanger, Norway; Perth, Australia; New Iberia, Louisiana and Phoenix, Arizona, the management systems are largely based on custom-modified ERP application “IFS”, integrated with Bristow’s proprietary flight operations systems.

Bristow’s engineers, technicians, avionics experts, supply chain managers and finance department, and many others, are all part of a broad eco-system. It’s an eco-system that needs round-the-clock access to aircraft maintenance applications in order to plan the appropriate maintenance support activity for each aircraft well in advance.

Engineering users, whether based in the Gulf of Mexico, Australia, Alaska, Nigeria or Aberdeen, require on-demand access to complex aircraft manuals held in depositories. Other applications such as GPS flight following systems, aircraft health and monitoring, email services, HR applications, scheduling and invoicing and pilot training applications are all run over the Bristow IT platform.

The necessity for Bristow has been for users in 28 locations around the globe to be able to access to these critical business applications via a reliable, cost-effective, high-performance managed IP-VPN network.

THE SOLUTION

In 2007, Bristow put out a tender for the provision of a managed network solution to support its IFS-based global business management system and applications. Global Crossing outlined a managed IP-VPN solution which resonated with the

ABOUT BRISTOW GROUP INC.

- Bristow has been providing transportation, production management and related services for fifty years - with a focus on the oil and gas industry.
- With operations in 21 countries and more than 3,600 employees, Bristow is, by many standards, the world's largest commercial helicopter operator.
- Bristow derives 76 per cent of its revenues from international operations.

network management team at Bristow. And for three main reasons:

- Bristow acknowledged the way Global Crossing's solution allowed for shaping of the circuits. This means that the way Bristow uses its circuits fits very well with the way Global Crossing charged for circuit usage. In particular, Global Crossing's solution didn't charge for the amount of data downloaded, but only for the amount of data 'pushed in' to the cloud. This suited Bristow because it frequently draws down big applications at a full 2 Mbp/s but only 'pushes in' smaller amounts, at speeds close to just 384 Kbp/s.
- Global Crossing's solution included the installation of Fluke Network Probes within the network giving Bristow significant levels of network visibility. This has meant user activity, right down to single IP addresses and specific ports could be identified and monitored. This empowered Bristow to find and fix any traffic or usage-related issues quickly and easily, enhancing the ability for critical applications to run smoothly across the network.
- When it came to cost, Global Crossing proved to be the most attractive managed network services provider.

Types of connection range T1 or E1 type services in larger locations to DSL access via managed routers in smaller sites.

BENEFITS:

- Fully managed IP-VPN service from Global Crossing enables Bristow to focus on its core business competencies – the provision of helicopter and logistics services.
- Solution means Global Crossing can identify any faults on the network before the customer knows they exist. No need for Bristow to report faults – they are fixed proactively.
- The Global Crossing service has resulted in Bristow enjoying a network that is faster and more reliable than ever before. Vital when supporting mission-critical business applications.
- The solution has been cost-effective for Bristow. Particularly in relation to the way the company uses the network which syncs favourably with the way Global Crossing charges for the network.
- Bristow has benefitted from high levels of network visibility enabling potential network traffic issues to be resolved.

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