



A TSP CUSTOMER SUCCESS STORY

Driving Infrastructure Transformation through Embedded Technical Expertise

Case Study: **IT Professional Services** and **IT Recruitment Solutions**

A practical success story showcasing actionable insights and proven TSP strategies to overcome complex IT challenges, enhance operational efficiency, and drive measurable outcomes through our cutting-edge technology solutions.

OUR PRODUCT IS OUR PEOPLE



THE CUSTOMER

A LEADING INTEGRATED DOWNSTREAM ENERGY PROVIDER

HEADQUARTERS

Houston, TX

ANNUAL REVENUE

\$132,000,000,000

EMPLOYEES

12,600

Our customer is a multinational energy company engaged in refining, transporting, and marketing petrochemicals. With the need to modernize critical infrastructure environments across multiple refineries, our customer sought to reduce operational risk, maintain uptime, and prepare for large-scale platform migrations.



KEY OBSTACLES

ZERO-DOWNTIME MIGRATIONS, DISASTER-RECOVERY READINESS, AND ENHANCED AUTOMATION CAPABILITIES

The engagement required navigating high-stakes infrastructure transformations, including a full migration away from VMware environments across six refinery locations.

The customer needed a trusted technical resource capable of supporting zero-downtime migrations, improving disaster-recovery readiness, enhancing automation capabilities, and ensuring that compliance and documentation standards were maintained throughout the process.

TSP'S TAILORED SOLUTION

OPTIMIZATION, IMPROVEMENT, AND SUPPORT FROM AN EMBEDDED AND DEDICATED RESOURCE

To support these efforts, TSP provided a dedicated resident technical account manager who became an embedded extension of the customer's engineering and operations teams.

Integrated directly within the customer environment, our technical account manager worked alongside internal engineering teams to lead infrastructure migrations, optimize data center operations, improve resiliency, and support strategic modernization initiatives.

ENGAGEMENT OUTCOMES

- Migrated 12 Nutanix clusters, 320 virtual machines, and 150 VDIs across six refineries in less than one month with zero business disruption.
- Supported data center deployment and infrastructure optimization initiatives by repurposing VMware VSAN Ready nodes to Nutanix environments.
- Implemented AWS disaster recovery replication capabilities and developed reporting processes to improve visibility, compliance, and failover readiness.
- Delivered detailed as-built documentation and upgrade procedures to support audit readiness and operational consistency.
- Collaborated on Terraform-based automation initiatives to improve infrastructure management and operational scalability.
- Provided hands-on troubleshooting and operational support for firmware issues, memory alerts, migrations, and deployment strategies.





KEY OUTCOMES

ANTICIPATING CHALLENGES, PROVIDING STRATEGIC GUIDANCE

“Your technical account manager has been an invaluable partner to our organization. His deep technical expertise has consistently ensured that our systems run smoothly and efficiently. He doesn’t just respond to issues; he anticipates challenges before they arise, providing strategic guidance that helps us optimize performance and reduce risk.

What truly sets him apart is his commitment to understanding our business needs. He tailors solutions that align with our goals, whether it’s improving infrastructure resilience, streamlining operations, or supporting critical projects.

His responsiveness and clear communication make complex technical topics easy to understand, empowering our team to make informed decisions. Thanks to his support, we’ve been able to maximize the value of our Nutanix investment and maintain confidence in our technology roadmap.”

BUSINESS IMPACT

- Zero-downtime infrastructure migrations across critical refinery environments.
- Reduced operational risk and improved disaster recovery readiness.
- Accelerated adoption and expansion of the Nutanix platform.
- Improved automation readiness and infrastructure scalability.
- Enhanced documentation, compliance, and audit preparedness.
- Strengthened customer confidence in long-term technology roadmap planning.

By embedding experienced technical talent directly into customer environments, TSP helps organizations reduce risk, accelerate modernization initiatives, and improve operational efficiency while maintaining business continuity.



TSP is award-winning, customer-endorsed, and minority-owned.
We provide custom, flexible, and flawlessly executed IT services
and talent solutions throughout the United States and Canada.

We create great customer experiences by saving you time and money.
We're driven by integrity — we do what we say we will do — exceeding expectations.
Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.

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