



Disaster Recovery

Successfully
handling
requests
from a large
enterprise!



Case study: NIS GAZPROM NEFT

Business Objective

NIS Gazprom Neft is the leading Serbian/Russian oil and gas company with its operations in East and South European countries. They wanted to find a reliable and long-term partner to outsource all aspects of web presence including hosting, development and online strategy. Their requirements include flexibility in operations, fast change request execution, 24x7 monitoring and support, agile infrastructure capable of sustaining sudden peaks in traffic, DDoS protection, well designed and implemented business procedures.

The challenge

- to align our business procedures to theirs, mainly in communication and coordination
- deliver high-end hosting for several enterprise and brand web sites with 99.999% uptime
- improper security could lead to degradation of brand reputation, security had to be hardened
- ISO 27001 and ITIL compliance

The solution

- fine tuning of internal procedures to address all requirements in a timely manner
- establishing an isolated cloud for a highly secure environment
- wide internal knowledge and experience is provided and implemented in all client's projects
- well designed monitoring reducing the time needed to respond to an incident that could lead to more significant problems



About the Client

NIS Gazprom Neft basic business activities include exploration, production and processing of crude oil and gas, sale of a broad range of petroleum products, as well as the realization of energy projects.

NIS Gazprom Neft has two refineries, as well as a petrol stations network in Serbia and in SEE. Today, NIS is one of the most successful companies and a major contributor to the budget in Serbia.