



# Orpic: exemplifying efficiency

## World-leading Omani oil refinery and producer streamlines operations with HPE solutions

### Objective

Modernize and standardize network infrastructure to accelerate efficiency

### Approach

Implement HPE solutions and support

### IT Matters

- Ensures rock-solid reliability
- Obtains comprehensive network management platform
- Establishes robust failover, and high availability
- Adopts open-standards-based platform for interoperability

### Business Matters

- Maintains always-on operations: downtime can cost up to \$1 million per day
- Integrates multiple newly acquired facilities, including four different plants operating on disparate devices
- Standardizes networking to bring down costs
- Updates network devices to avoid end-of-life issues



Orpic (Oman Oil Refineries and Petroleum Industries Company) had acquired multiple facilities in various locations, each operating on disparate networking devices, many that were nearing end of life. Orpic standardized its infrastructure with HPE 12508, HPE 5830, HPE 5820, HPE 3500, Aruba 5400, Aruba 3800, Aruba 2920 Switches to achieve high reliability, exceptional support, and streamlined network management. Orpic is the one of the very few organizations from the Middle East region to use the latest core switching technology from HPE.

Orpic (Oman Oil Refineries and Petroleum Industries Company) is one of Oman's largest companies and one of the fastest growing businesses in the Middle East's oil industry. The company's integrated complex includes four industrial plants operating at two locations in Muscat and Sohar. A 266-kilometer pipeline joins the two locations, delivering feedstock from the Mina Al Fahal Refinery to the Sohar plants.

Refineries at Sohar and Muscat, as well as aromatics and polypropylene production plants in the Sohar complex, provide fuels,

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— Zakariya Al Maghdri, IT Manager, Orpic

chemicals, and feedstock to Oman and the world. More than 1,600 employees—the majority Omanis—work across these four plants with the common goal of building an integrated Omani refining and petrochemical business that makes the nation proud.

### **Streamlining disparate operations**

Orpic was created from the integration of three companies: Oman Refineries and Petrochemicals Company LLC (ORPC), Aromatics Oman LLC (AOL), and Oman Polypropylene (OPP). After acquiring these operations, Orpic faced the need to standardize and integrate all IT and networking systems. Many incumbent networking devices were nearing end of life. Adding to the challenge, local vendors were unavailable for many of the company's networking devices, so maintenance and operation were becoming increasingly difficult. This pointed to the need for a top-class industry network partner with local support and exceptional products.

In addition to standardization, Orpic wanted to minimize downtime and maximize performance. As a 24/7 petrochemical processing operation, Orpic must maintain continuous connectivity, or risk losses of up to \$1 million per day should production shut down. Heavy reliance on bandwidth-intensive, mission-critical software such as SAP and

other industry-specific applications intensified the need to boost network performance.

Orpic needed an IT solutions provider with reliable, high-performance networking devices that could provide world-class network management solutions and support. With these goals in mind, Orpic began searching for a trusted partner for a holistic network upgrade. As part of advancing its infrastructure, Orpic wanted to move from a 1Gb backbone to a high-performance 10Gb platform, and needed new networking solutions to support the transition.

Dr. Hilal Al Hinai, GM corporate support services at Orpic, says, “As a company we will be undergoing a significant transformation over the next four years as our three major projects complete by 2018. To support the kind of growth that will see us nearly double in terms of workforce we have to have in place robust systems with the capacity to handle expansion. HPE understands our vision and they have delivered the level of technology and performance that will ensure our network can support the company's vision.”

Adds Zakariya Al Maghdri, IT manager, “Our first criterion was to adopt a cost-effective, converged networking solution that would help our plants better interoperate. HPE solutions are based on open protocol standards, ensuring easier implementation, more choices for how we can meet business challenges, and investment protection.”

Says Anil Joshi, Senior Specialist, IT planning performance and strategy, “We could have gone for the most established vendor, but they were expensive. Although cost was not our first consideration, we wanted a brand name that would be a true partner and provide exceptional support policies.”

Niyaz Al Balushi, team leader – IT operations for Orpic, adds, “We consider compliance with open standards as one of the most important criterion in selecting our network vendor.”

## **A comprehensive, converged network infrastructure**

After an extensive review of vendors, including the industry’s largest networking provider, Orpic selected HPE. HPE provided a converged network solution that simplified network maintenance and administration. The solution eliminated any single point of failure and provided the foundation for robust disaster recovery (DR) among the two core data centers, with uplinks to two additional switches located in Muscat and Sohar connected via dark fiber. Orpic also saw value in HPE’s limited lifetime warranty\* and the simplicity of HPE’s licensing model, which has no hidden, add-on costs.

For ongoing network administration, Orpic uses HPE Intelligent Management Center (IMC), offering single pane-of-glass management for its entire network. IMC is user friendly and gives Orpic an overview of its entire network for streamlined administration with a small staff. Although Orpic is in the early stages of using IMC, the IT staff is already seeing benefits. With IMC, Orpic can take advantage of powerful administration controls, detailed performance monitoring and management with centralized reporting for its network infrastructure. As

Orpic takes advantage of all the features of IMC, the company anticipates even more streamlined administration and management.

Additionally, the company uses HPE Intelligent Resilient Framework (IRF) to virtualize multiple switches into one, creating a single solution for physical and virtual environments. IRF helps improve uptime, increases device performance, and simplifies the network architecture. The HPE solutions complement a full array of HPE solutions, including HPE 3PAR F400 StoreServ Storage, HPE BladeSystem c7000 Enclosures with HPE ProLiant BL660c Gen8 and HPE ProLiant BL460c Gen8 Server Blades, and one HPE ProLiant DL360p Gen8 Server.

HPE Virtual Connect Flex-10 Modules provide server connectivity, simplifying the data center, reducing costs, and saving time. Further streamlining the solution configuration, the HPE BladeSystem c7000 Enclosures are connected directly to the HPE 5830 Switches through HPE Virtual Connect.

“Our streamlined HPE configuration eliminated the need for multiple Ethernet and Fiber Channel switches, extension modules, cables, and software licenses, greatly simplifying the network,” explains Joshi. “HPE provided a cohesive solution that eliminated network sprawl at the server edge. The solution has lowered network overhead costs through reduced wiring and through the ability to make changes on the fly without additional network administrative support.”

Adds Al Balushi, “We have had excellent experience with converged HPE solutions. The reliability and simplicity always meets expectations, one of the main reasons we chose HPE when updating our network.”

## Case study

Orpic

## Industry

Oil refinement and production

## Customer at a glance

### Applications

- SAP
- Microsoft Exchange
- Oil refinement and production applications

### Hardware

- HPE 12508, HPE 5830, HPE 5820, HPE 3500, Aruba 5400, Aruba 3800, Aruba 2920
- HPE 3PAR F400 StoreServ Storage
- HPE BladeSystem c7000 Enclosures
- HPE Virtual Connect Flex-10 Modules
- HPE ProLiant BL660c Gen8 Server Blades
- HPE ProLiant BL460c Gen8 Server Blades
- HPE ProLiant DL360p Gen8 Server

### Software

- HPE Intelligent Management Center
- HPE Intelligent Resilient Framework

### HPE Services

- HPE Care Pack Services
- HPE Proactive Care Services
- HPE 3-year Next Business Day Proactive Care for 12508 Switches
- HPE 3-year Next business Day Exchange Plus on other devices

HPE's strong support continues as a major factor in Orpic's decision to partner with HPE. To support the network infrastructure, Orpic purchased HPE Proactive Care for the equipment at two core data centers, and HPE Foundation Care for Orpic's additional connected facilities.

## Resting assured

For Orpic, HPE has become a trusted partner, one that provides value and reassurance, 24/7. First off, HPE helps ensure that Orpic's operations stay online around the clock. HPE also offers the HPE Limited Lifetime Warranty 2.0\*, a hardware replacement option with next business day replacement for as long as Orpic owns HPE solutions.

"HPE's support is excellent," says Al Balushi. "We had prior experience using HPE support for our storage and servers. We derive real benefit from proactive awareness of our systems made possible through IMC and Proactive Care. HPE monitoring and sensors alert everyone if something could fail, or if there are abnormal activities. The big benefit: HPE handles potential failures before they occur—that's crucial."

With HPE, Orpic no longer has a single point of failure and has established disaster recovery (DR) and failover options to enable 24/7/365 uptime, reducing the risk of lost revenues due to outages. With robust failover, Orpic can go from 10G to 1G connections to multiprotocol label switching (MPLS) in

the cloud. The move to 10G allows plants to interoperate faster and more effectively to speed collaboration and accelerate business decisions and production.

## Value add

As it continues to grow in stature and size in petrochemical processing and production in the Middle East, Orpic can rely on HPE to support expansion. "Our HPE solutions are scalable and based on open standards. Having an end-to-end solution from HPE is a competitive advantage, because all the HPE solutions work harmoniously together," says Al Maghdri. "Additionally, the HPE brand name adds tremendous value to our company."

## About Orpic

Orpic is Oman's national refining and petrochemicals company providing 100% of the nation's fuel. Jointly owned by the Government of Oman and Oman Oil Company, Orpic has four plants. Mina Al Fahal Refinery is situated in Muscat and the Sohar Refinery is located at its Sohar Complex which also houses Orpic's polypropylene and aromatics production plants. The company has over 1,600 employees 73% of who are Omanis.

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