

Kaseya Case Study

Cano Petroleum, Inc.

Cano Petroleum, Inc. focuses on secondary and enhanced oil recovery techniques to extract additional oil from mature onshore U.S. fields.

Kaseya Enables IT Transparency, Eases SOX Compliance for Oil and Gas Exploration Company

As a publicly traded oil and gas company, Cano Petroleum, Inc. must comply with the Sarbanes-Oxley Act of 2002, reliably accounting for all revenue streams and corporate expenditures in an effort to ensure transparency throughout the accounting process. The company uses innovative technology to extract additional oil and gas from mature fields throughout Texas, New Mexico and Oklahoma, necessitating the need to centralize compliance efforts through its headquarters in Ft. Worth.

For the IT department, ensuring SOX compliance means being able to account for all IT assets, making sure systems are maintained regularly and consistently, protected from malicious security threats like spyware and viruses, backed up properly and can be recovered easily in case of data loss. Cano also has to ensure that help desk issues are dealt with accordingly, corporate resources are not being used for personal use (within reason) and the company is in compliance with the software licensing agreements it has in place with vendors.

Jon Morgan, manager of information technology at Cano, is tasked with ensuring the company's IT compliance, a process that used to be fraught with unnecessary manual maintenance. In order to accumulate pertinent information, Morgan had to physically walk around the office, collecting separate printouts from every server and workstation. He would then travel to each branch office—most more than a day's drive from Ft. Worth—to collect information on the distributed infrastructure. Finally, he would compile the separate reports—information about maintenance, installed software, memory capacity and backup logs—in a larger audit, usually through the use of manual spreadsheets.

"It was very demanding," Morgan said. "Nothing was integrated. Not only was it extremely labor-intensive, but the reports weren't consistent, preventing me from getting the information I needed to ensure compliance." Failure to properly account for IT assets or provide reasonable IT service could be extremely detrimental to the company's SOX efforts.

IT Automation Leads to Transparency

In an effort to gain better control over its IT systems and ensure transparency throughout the environment, Cano deployed an IT automation solution from Kaseya, giving Morgan the ability to maintain, monitor, secure and backup all servers and workstations from a central Web-based management console. The integrated solution streamlines basic administrative tasks like patch management, software deployment, help desk and reporting, allowing Morgan to implement a proactive management strategy that is more in line with business goals and the company's SOX compliance efforts.

Kaseya's low-footprint agent is deployed on Cano's servers and workstations distributed across three states, ensuring that each is performing optimally and consistently within the company's pre-determined policies. End users are able to reliably access the Office suite, support applications for finance, accounting and human resources and a variety of engineering and mapping software. No systems are able to fall through the cracks, and as long as they are connected to the Internet, can be proactively maintained and updated by Morgan through a single interface—providing the level of control made necessary by Sarbanes-Oxley.

Kaseya's automation framework allows Morgan to complete tasks much more quickly. For example, upgrading all workstations with Office 2007 took two hours to roll out—a process that would have taken two full days manually. He also recently ran a defrag script, automatically cleansing everyone's hard drives in one night that led to him receiving a lot of immediate feedback regarding major performance increases.

"Kaseya eliminates a lot of the repetition normally associated with IT maintenance, allowing me to push out patches or software updates at the push of a button," Morgan said. "My entire day used to be taken up with basic desktop issues, now I spend less than an hour a week on desktop issues."



Company Profile

Cano Petroleum, Inc. (Amex:CFW) focuses on secondary and enhanced oil recovery techniques to extract additional oil from mature onshore U.S. fields.

Website: www.canopetro.com

Business Challenge

As part of maintaining Sarbanes-Oxley compliance, Cano must reliably keep track of all IT procurements and repair logs as well as the security and backup status of all servers and desktops on the corporate network. However, the level of detailed reporting required to demonstrate compliance was a chore for the company's one-man IT staff. The company attempted to ease the process by deploying ad hoc management tools, but a lack of integration between the solutions and a reliance on hands-on manual procedures only added to the reporting complexity.

Solution

Cano deployed an IT automation solution from Kaseya that automates typical IT tasks like patch management, software deployment, monitoring, help desk and backup while centralizing reporting to demonstrate compliance. The solution allows a single administrator to efficiently and reliably manage the company's distributed IT environment from a central Web-based console, eliminating much repetition and travel between branch offices. As a result, the company has better control over and visibility into all systems, ensuring SOX compliance.



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Kaseya's alerting features help Morgan head off potential IT issues before they lead to downtime by actively monitoring lags in performance, sending him a daily email identifying any budding hiccups. Trouble tickets are organized in a central repository allowing him to analyze the reports for recurring issues and compile audits for compliance. Morgan can print off the reports on demand, giving him a snapshot of the systems including operating system, installed software, memory, storage capacity, drivers, even the last time it was backed up—extremely valuable information when maintaining compliance.

Morgan is also able to 'lock-down' all computers, using Kaseya to alert him if any unauthorized software is installed or uninstalled. This helps maintain performance and availability service level agreements by eliminating spyware and other performance-hindering applications. It also ensures that systems are not being used for personal reasons or components like expanded memory are not pilfered by employees. Using the 'lock-down' feature, Morgan has not had a single piece of spyware infect one of his computers in the past three years.

A Much Healthier, Productive Company

As a result of this IT transparency and management efficiency, Cano is able to maintain and demonstrate superior SOX compliance without being a burden on the business. Annual audits can be completed within minutes, giving the company the peace of mind that they can pass any internal, industry or government review. At the same time, the more efficient, reliable and powerful IT infrastructure ensures that Cano's employees—including distributed workers at its fields and executives on the road—have reliable access to the tools and information they need.

"Kaseya has empowered IT operations to run more smoothly," Morgan said. "Tasks that took hours or days before now just take moments. That results in fewer interruptions to the business; allowing the company to focus on business objectives rather than a "tech" taking up their workday installing patches and upgrades."

As a result of its aggressive compliance efforts, Cano has never had to report a material weakness related to its IT systems to the SEC, proving that the business's accounting practices are reliable and accurate. The transparency also builds trust with stockholders who are assured the company is being run by sound business principles and with the bottom line in mind.

Kaseya also gives Cano more control over its IT systems and business data by integrating backups with the rest of the systems management strategy. By making backups more efficient and easier to manage, Morgan can administer the process himself, eliminating his reliance on backup service providers who can be costly and tough to integrate into the company's compliance efforts.

"I'm always reluctant to turn my data over to a third-party whether its trucking off a load of tapes or hosting an off-site disaster recovery facility," he said. "Kaseya simplifies the process, giving me the ability to simply rent out space at a data center across town and manage the infrastructure remotely. I feel much safer that we're in compliance and can actually restore data quickly."

By using Kaseya for local and off-site backups, Cano has been able to discontinue its Veritas NetBackup licenses, saving the company thousands of dollars in licensing fees while dramatically simplifying the process. In addition, proving reliable backups and restores are a big part of SOX compliance—a process made much easier through Kaseya's integrated reporting.

The time that Morgan saves by automating IT through Kaseya enables him to spend more time working directly with the company's engineers on solving specific issues related to the business. He is seen as a valued member of the account team that can now contribute to revenue-driving projects.

About Kaseya

Kaseya is the leading global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework™ allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

For a free 30 day trial visit www.kaseya.com/download

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Jon Morgan,
Manager of Information Technology,
Cano Petroleum

Key Benefits

- All systems are reliably and consistently maintained, secured and backed up—and can be proven through fast, reliable reporting—demonstrating all SOX compliance requirements
- Proactive systems management strategy increases performance and availability of IT systems, improving the productivity of end users
- IT issues can be resolved remotely quickly, decreasing resolution times and preventing downtime
- Kaseya backup module replaces Veritas NetBackup, saving licensing fees while simplifying data protection
- The IT manager spends less time on basic systems management, allowing him to spend more time on customer-facing projects that help drive revenue



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