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Lance Machen, IT Manager, NuStar Energy

NuStar Energy is one of the world’s largest oil storage and refiners, with headquarters in North America and major operations in the Netherlands Antilles, Canada, Mexico, the Netherlands and the United Kingdom.

NuStar Energy has a significant global infrastructure with 8,417 miles of pipeline, 88 storage facilities and two asphalt refineries with a combined throughput capacity of 104,000 barrels per day. NuStar operate a system has over 93 million barrels of storage capacity, and includes two asphalt refineries, crude oil and refined product pipelines, refined product terminals, a petroleum and specialty liquids storage and terminaling business, as well as crude oil storage facilities.

Business Drivers

After a major strategic review NuStar Energy made the decision to implement greater levels of global integration and across its business. One of the objectives was ensure that company processes and standards would be implemented and delivered to all employees on a worldwide basis. To realise this strategic objective, NuStar took the decision to invest in a standard, world wide IT network ensuring that employees have access to global training, human resource process’s, training and resources all as part of consistent employee experience regardless of location.

Working along side NuStar, Axonex were commissioned to manage the planning and delivery of the comprehensive networking solution for NuStar’s European operations. It was recognised that the key to a successful and rapid deployment of the new network and applications was the planning phase – reducing down time whilst ensuring an efficient transition

and migration from the existing to the new network infrastructure. The Axonex collaborative approach, highly regarded by the NuStar team, was of great value at both the planning and subsequent implementation phase, including The LAN, WAN, security and wireless design and Axonex Enhanced managed support.

Business Benefits - Collaboration

Very quickly NuStar have seen a significant increase in cross functional employee, inter departmental and cross geographical collaboration with the associated benefits of reduced travel costs, faster and more informed decision-making and increased productivity.

Looking to the future NuStar see the momentum obtained from employee and customer collaboration continuing, while adding further applications such as an Intranet, Cisco TelePresence, extending remote access with enhanced levels of security to allow for increased usage of mobile devices and IP based CCVT. Driving collaboration throughout the eco-system is a further objective, by extending the collaboration benefits to both NuStar’s customers and suppliers.

NuStar’s Opinion

“The detailed knowledge of Cisco collaboration architectures and unified communications solutions was allied to outstanding staff commitment shown by Axonex. Both Axonex and NuStar teams operated seamlessly across the entire project from the detailed planning through to the delivery phases of the project enabling a smooth implementation of a truly global and integrated solution for NuStar.”

Lance Machen, IT Manager, NuStar Energy



The Axonex Solution

- High-level Security design
- High-level WAN design
- High-level Routing design
- High-level Wireless LAN design
- Unified Communications
- Site cabling for network infrastructure
- Cisco 5500 series Firewalls
- Cisco WAAS solution
- Cisco SRST Voice Gateways
- Cisco 5500 series WLAN Controllers
- Cisco Communications Manager Express
- Cisco 7900 IP phones
- Cisco 7937 IP Conference Stations
- Cisco Unified Workspace Licensing
- Cisco SMARTnet hardware maintenance
- Axonex Enhance – Managed support

