leostream®

Remote Desktop Access Platform

Case Study

Revolutionizing Remote Access in Energy Logistics

Enhancing Ocean Point's Terminals With the Leostream® Remote Desktop Access Platform

OCEAN POINT TERMINALS

Local Excellence. Global Connectivity.

Ocean Point Terminals is a world-class energy logistics hub strategically located in the Caribbean on the island of St. Croix, U.S. Virgin Islands, with the capacity to store 34-million-barrel crude and petroleum products. This marquee energy storage and marine terminal facility is at the crossroads of the global crude and refined products markets close to the Caribbean, Central and South America, Mexico, West Africa, and the U.S. Gulf Coast export markets, and facilitates the storage, segregation, blending, and global movement of crude oils, fuel oils, bunker, gasoline, diesel, jet fuel, and liquid petroleum gases.

Customers include integrated global oil majors, refiners, and global trading houses. The facility consists of 167 tanks, with a capacity of approximately 34 million barrels, and deep-water access to 11 docks, including an offshore Single Point Mooring Buoy (SPM) capable of loading and discharging vessels up to VLCC size.

Ocean Point Terminals' size, strategic location, and extensive transportation infrastructure offer customers significant flexibility. Ocean Point Terminals is a critical infrastructure link connecting U.S. supplies with growing international demand.

The Challenge

Quincy Lewis has been a stalwart in Ocean Point Terminals' IT landscape for nearly a quarter century, serving in various capacities. As the IT manager, Lewis is responsible for ensuring seamless accessibility to the infrastructure, not only for on-site employees in St. Croix but also for remote personnel scattered across the globe. At the core of Ocean Point Terminals' operations is an on-premise content management system housing vital company records, drawings, PIDs, engineering documents, and other essential data. Microsoft Active Directory serves as the networking backbone for LAN users, with Citrix facilitating remote client access.

However, maintaining Ocean Point Terminals' Citrix deployment became increasingly complex. With over 13 servers dedicated to Citrix, Lewis encountered many challenges stemming from the sprawling architecture and diverse modules. Recognizing the need for a solution that offered the same remote access capabilities but with more straightforward maintenance requirements, Lewis embarked on a quest for a more efficient infrastructure.

"We've been an actual Citrix customer for as long as I can remember—probably since 2002-2003," Lewis reflected. "We've upgraded through the years, and it's always been an on-prem implementation, and it's worked well. But we've had some trouble with the direction Citrix has moved, which is forcing a lot of cloud licensing, cloud connect, and cloud services—and some vulnerabilities that we had with their gateway appliance that we weren't able to overcome—so it became too much of a burden."

Faced with the imperative to swiftly address security vulnerabilities and the decision not to renew on-site licenses, Ocean Point Terminals engaged IT specialists YANA Systems to upgrade and redeploy its VDI infrastructure. YANA Systems proposed The Leostream Remote Desktop Access Platform as a promising alternative to Citrix, prompting Lewis to delve deeper into its capabilities.

The Solution

In response to the pressing need to ensure uninterrupted operations, Ocean Point Terminals swiftly migrated from Citrix to Leostream®. The Leostream® Remote Desktop Access Platform emerged as the solution, offering remote access to specialized software, fostering collaboration, reducing costs, and enhancing security. Using Leostream empowers companies to streamline operations, make informed decisions, and bolster success in mission-critical endeavors.

Given the sensitive nature of data in the oil and gas industry, security remained a paramount concern for Ocean Point Terminals. The company fortified its data protection framework by leveraging the Leostream Platform's robust security measures, including access control rules, encryption, and multi-factor authentication. Quincy Lewis emphasized the importance of maintaining a secure environment, underscoring the Leostream Platform's role in safeguarding against potential threats.

Lewis highlighted the simplicity of the Leostream Platfrom's installation process, enabling seamless delivery of desktops and remote application access tailored to the organization's needs. Ocean Point Terminals successfully repurposed one of its Citrix app servers for use with Leostream, obviating the need for extensive reconfiguration. Additionally, Leostream facilitated the redeployment of a niche application for monitoring pressure vessels, previously integrated within the Citrix environment, as a standalone solution through remote desktop access.

"Leostream allowed us to do that without any problem," Lewis affirmed. "So that took one sort of problem that we had off the table in trying to figure out how to get this application to redeploy outside of the Citrix environment as a standalone. We use Leostream as the front end, similar to how it was with Citrix, and it's been working ever since."

Furthermore, Leostream serves as the front-end access for an Ocean Point Terminals vendor, providing IT and operational support. Leveraging virtual desktops within the VMware environment, remote users seamlessly connect to physical desktops, accessing instrumentation crucial for facility support.

In essence, the adoption of Leostream at Ocean Point Terminals ensured operational continuity and fortified the company's security posture while enabling streamlined access to critical applications and resources.

Conclusion

Lewis's admiration for Leostream stems from its remarkable simplicity and configurability, which have significantly eased the burden of managing Ocean Point Terminals' IT infrastructure. He finds solace in Leostream, allowing him to capitalize on existing Microsoft RDP access, effectively circumventing the constraints and cloud-centric approach enforced by Citrix. This strategic shift addressed immediate challenges and positioned the company to navigate evolving technological landscapes with greater flexibility.

Moreover, Lewis anticipates substantial cost savings with Leostream, estimating a conservative 50% reduction in OPEX compared to Citrix. The elimination of annual licensing fees and the opportunity to decommission redundant servers present Ocean Point Terminals with a compelling financial advantage. This cost-effective transition underscores the Leostream Platfrom's value proposition as a sustainable solution tailored to the company's evolving needs.

"For us, the need was to have remote users get access to on-prem virtual desktops or physical desktops, physical servers, or remote servers in a controlled and managed way," Lewis emphasized. The Leostream Platform's capability to seamlessly facilitate access to diverse resources aligns perfectly with Ocean Point Terminals' objectives. By providing a centralized platform for remote access management, Leostream empowers the company to maintain operational integrity while accommodating the dynamic requirements of its distributed workforce.

Lewis's endorsement of Leostream reflects its pivotal role in optimizing Ocean Point Terminals' IT infrastructure, driving efficiency and cost-effectiveness while ensuring uninterrupted access to critical resources. As the company continues evolving, Leostream stands as a steadfast ally, enabling Ocean Point Terminals to navigate technological complexities confidently and quickly.

Are you ready to experience all the benefits of what the world's leading Remote Desktop Access Platform offers?

Our expert team is waiting to show you a whole new way to connect your people and your business.

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