

**Case Study: Velan Inc.****Augmenting your internal IT resources for greater support, growth, and success**

Quebec-based Velan Inc. is the world's largest manufacturer of industrial steel gate, globe, and check valves for the oil and gas industries and other major industrial applications. Employing over 1500 people, the company operates twelve specialized manufacturing plants: five in Canada and the United States, four in Europe, and three in Asia.

**The challenge**

With a global network and state-of-the-art manufacturing technology, Velan depends on the effectiveness of its IT systems and processes to deliver on its commitment to total quality.

"Our department has grown continuously and will continue to grow," states Les Borelowski, Velan's Manager of IT Operations. "We have personnel and capabilities now that we did not have years ago and the people that we bring in have specific areas of strengths and expertise. But no one knows absolutely everything and my people have their hands full. We can't afford to have gaps in knowledge or team members focusing on tasks outside of their core roles. The consequences are usually downtime which means losing money."

**The solution**

Velan has benefited from the services of Regatronics for over a decade. At the outset, Regatronics served as Velan's fully outsourced IT department. As Velan's capabilities grew, Regatronics worked seamlessly with Velan's growing team and helped the company to develop its internal IT department strategically, gradually, and cost-effectively. Today, Velan continues to augment their internal IT department with Regatronics' proven services and expertise.

<b>Industry:</b>	<b>Industrial Valves</b>
<b>Locations:</b>	<b>Worldwide</b>
<b>Employees:</b>	<b>1,500</b>

"Regatronics provides a personalized service that you just can't get from other suppliers," continues Borelowski. "For example, I was in Portugal installing a server that we bought from them and configured in Montreal. Once in Portugal, we ran into some unforeseen power issues. Even though it was 3 a.m. in Quebec, Regatronics was there to answer our call and get the system up and running."

"We're proud of being Velan's on-call advantage and go-to resource when the unexpected happens," says Regatronics President, Mike Regan. "We also help them in an ongoing capacity by ensuring that their systems and programs are optimized, including their Microsoft Exchange Server area, information security, and enterprise resource planning server. We've been with Velan as they've grown, so we understand their products, operations, and objectives. We know how to support them in whatever capacity they need."

"We rely on Regatronics to enhance our capabilities and give us consistently solid advice. That's why we are still doing business with them after 11 years. It's also why we've recommended them to others in the past and will continue to do so without reservation."

**Les Borelowski,**  
**Manager of IT Operations, Velan Inc.**