

# GLOBAL OPERATIONS GROUP

## Intro/Background

Aztec has been providing service to a leading operations group specializing in oil and gas projects, technologies, systems, and services for over six years. The organization's integrated offerings range from individual products and services to fully integrated solutions, while providing expertise across three distinct segments: subsea, onshore/offshore, and surface projects.

Nate Ramsey, Service Line Manager for the leading operations group, has been with the company six years and has acquired services from Aztec for a number of projects. Ramsey performed a technical review after going to several other vendors, and concluded that Aztec's products and services were far superior to their competitors. "Without Aztec, we would have to utilize a different entity that wouldn't be as efficient. We have used them all, and know Aztec is the best," states Ramsey.



## Challenges & Remedies

Over the years Aztec Bolting Services has helped the operations group overcome many challenges, and continues to find ways to make their projects run efficiently for their customers.

"The applications we use are vigorous and often break," Ramsey explains. "Aztec provides repairs to get us up and running, and the quality of their products are not only better than their competitors, but are also better on the environment."

**Problem:** When working on large projects with tight deadlines,

24 hours to go without a tool is unacceptable to the organization's clients.

**Solution:** Ramsey takes advantage of Aztec's repair services more often than any of their other services. Aztec's repair services have been completed swiftly and efficiently for the organization, and they also take comfort knowing that there is an option for tool rental if needed.

**Problem:** The operations group uses Enerpac tools for the majority of their projects, but they can be extremely expensive and are not always attainable on short notice.



**Solution:** As a distributor of Enerpac, Aztec maintains an advanced level of inventory to provide the organization with bolting tools for torquing services, and other bolting applications to complete their projects for their customers. “The tooling we have from Aztec is very high-quality with limited NPT (nonproductive time) which is vital for our customers,” explains Ramsey. “The quality of tools is critical because they are expensive, so we don’t have a ton, and if they don’t hold up well we can’t complete the job for our customer.”



**Problem:** In the past, some projects required specific or custom tooling to get the job done efficiently and these tools were not always easily accessible or identifiable. When manufacturing a new product, the operations group was unsure of

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**Nate Ramsey** | Global Operations Group

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which tools would best suit their project needs.

**Solution:** Aztec collaborated with the organization to help them find tools specific to their project, and helped them decide what tool they would need to get it running properly.

**Problem:** Earlier this year the organization made a large purchase that would require a variety of tools and equipment to complete the project. Ramsey explained their need for a custom tool kit that would help organize their bolting tools. Customizations and special requests were needed and they were unsure of how to obtain these.

**Solution:** “Aztec went above and beyond with the way they quoted the tooling, excelled at accommodating us, and were extremely flexible,” states Ramsey. “They didn’t force us to order all the equipment at once

and we felt like they were actually here to help us, not just sell to us.” For the specialized tooling kits, Aztec created the requested custom boxes with insert cutouts and the exact dimensions for the insert valves and tools that were necessary to get the job done.

## Results

Aztec helps the operations group reduce project downtime with their quick repairs, and helps them complete complicated tasks with customized tools and services. By collaborating with the client on multiple projects, Aztec is able to help them obtain the best products to perform efficient services for their customers.

“We will continue to use them for torquing tools, pumps, and related equipment that will be vital to projects in the future,” states Ramsey. “If we run into problems we will definitely be going to Aztec for a solution.”

