

THE COMPANY

Dolphin Drilling is an established independent drilling contracting company in the offshore market, and can trace its roots back to the earliest offshore activity in the North Sea in the mid-1960s.



THE CHALLENGE

Dolphin Drilling have been a DF customer for almost 10 years. They are a large user of mobile devices including phones and tablets and recently started to need devices that can withstand a tougher offshore environment. Quick solutions and matching response times are needed whenever there is a problem, including lost or broken devices, increasing data requirements and negotiating new contracts.

SERVICE TYPE:
**MOBILE
PHONES &
TABLETS**



**A VARIETY OF DEVICES WERE REQUIRED TO
SUIT THE VARYING ENVIRONMENTS**



THE SOLUTION

DF Communications provide 105 mobile phones and 40 tablets to Dolphin Drilling, in addition to the backup support needed for a contract of this size. They also recently provided mobiles which have been EX registered – devices which have been rigorously tested and proven to withstand a tougher offshore environment.

“DF Communications provides a consistently high level of customer service strengthening the trust built up between the two companies over the years.”

JAKE HENDERSON-PALMER

THE OUTCOMES

IT Service Delivery Manager, Jake Henderson – Palmer says, “DF Communications provides a consistently high level of customer service strengthening the trust built up between the two companies over the years. For example, recently our managing director was going to a meeting at Malmaison in Aberdeen and his phone was completely broken. One phone call to DF Communications and there was a brand new phone waiting at the hotel reception on his arrival.”