Network ROI
Together, we get IT

natural power

Managed IT Services & Support

Contact: Ryan Grierson, IT Manager

Industry: Utilities and Renewables

Location: HQ Castle Douglas Scotland. UK offices in Wales, Ireland and England. International offices in France, Sweden and the USA

Users: 430

The Client

Natural Power operates globally across 13 offices.

Natural Power is a leading independent consultancy and service provider for the renewable energy sector. The company offers proactive and integrated consultancy, management and due diligence services, backed by an innovative product range, across the onshore wind, offshore renewables, renewable heat and infrastructure sectors.

Network ROI provides Managed IT Services to all Natural Power sites covering IT support on a 24/7 basis, server management, flexible on-site resources, and project work as required.

Key Challenges

- Natural Power needed additional 24x7 IT support to support its staff based at its main Control Centre as well as across all UK and International offices. This would enable their own in-house IT support team to service their employees during UK working hours and Network ROI to act as an extension of their IT team by supporting users out of hours, whenever and wherever required.

- Natural Power's in-house IT team was already very busy and it was not feasible for them to implement additional shift patterns to increase coverage to 24x7 IT support that was required for the Control Centre and the International offices.

- As Natural Power is a provider of critical infrastructure services, it is essential for them to receive fast, responsive IT support and assistance around the clock.

- Natural Power needed the availability of on-the-ground IT engineering support in their other UK remote offices such as Wales.

Key Highlights

- Network ROI acts as an extension of Natural Power's team providing support 24x7. In feedback their US users have said "we feel looked after with Network ROI".

- Network ROI helps with monthly IT server maintenance and software patching schedules. There is minimal disruption to Natural Power as Network ROI carry out these tasks overnight. This saves Natural Power from having to implement a shift pattern or suffer reduced IT Resources during daytime working hours.

- Network ROI provides peace of mind to Natural Power that, should there be any outages, Network ROI provides rapid support to triage and resolve their issues.

Key Challenges

- When the Covid-19 pandemic hit in 2020, 430 Natural Power staff needed to work from home almost overnight.

- Natural Power is a 24/7 service and needs support for their small team.

- There are only specific times when patching can be carried out to minimise disruption, as Natural Power is a 24x7 operation.

- There are circa 90 servers that regularly need maintenance monthly.

Special Projects

Network ROI helped Natural Power improve its cyber security status through helping them gain cyber essentials compliance. This commitment has enabled Natural Power to work more closely with government bodies as it is a requirement on many government contracts.

Network ROI has also helped Natural Power keep on top of cyber threats through regular maintenance and patching schedules.

Network ROI proactively helps notify Natural Power of any cyber security issues ensuring that swift remedial action can be taken if required.

Benefits

- Network ROI has worked with Natural Power to support their maintenance schedule that requires servers to be updated monthly. This includes Natural Power's 24x7 Control Centre.

- By working with Network ROI, Natural Power taps into a wider pool of skills and knowledge to help support their business operations. If Natural Power's IT team encounters challenging issues, they can contact Network ROI to talk through problems and look to Network ROI for guidance.

- Network ROI provides reliable out of hours managed IT support to Natural Power ensuring issues are dealt with swiftly, no matter the time of day or night.

Interested in our services or need advice? Get in touch and we'll be glad to help.

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