



Improved IT service levels at Oil & Gas operator with smooth transition to outsourced IT service desk

Customer Challenge

As part of EnQuest's strategic vision to be the operator of choice for maturing and underdeveloped hydrocarbon assets, they are focusing on ways to achieve operational excellence, differential capability, value enhancement and financial discipline. This **vision needs a fit-for-purpose IT function** to support them now and in the future, and the opportunity arose to:

- streamline IT operations and reduce costs
- improve performance visibility of the IT service to their people
- increase the quality of the IT service delivered to their people

Sword Solution

Historically Sword have provided IT staff, onsite, to support 500-1000 users based in EnQuest's UK and Dubai offices and offshore, managed by EnQuest staff.

Sword designed a solution to support EnQuest in building and operating a stable and fit-for-purpose IT function that meets their business needs today, as well as mapped out their **future technology journey** to make the most of the digital innovation options best aligned to meeting their evolving business objectives.

A **3-month transition plan** was agreed which included moving their IT teams to Sword's local Aberdeen office and implementation of our IT Service Management (ITSM) software toolset delivered by Resolve, Sword's IT service desk.

Focus areas for achieving real results were across customer satisfaction levels, the performance of the IT service desk and the processes within their IT operations.

Moving from an onsite IT service delivery model to the Sword Resolve offsite IT service desk **improved customer satisfaction levels** of EnQuest IT users across all locations from Day One of the new service. The Resolve team focused on earning customer trust by understanding their needs and exceeding expectations.

Resolve redefined the approach to recording, monitoring, analysing and reporting on the success of the IT service desk. By tracking the right metrics for monitoring **IT Service Performance**, we overhauled the way the IT service was understood by EnQuest management to inform decisions and adapt to ever-changing requirements.

Gathering **meaningful feedback and implementing key findings quickly** has helped EnQuest really value our IT service desk and feel they are being heard.

Service Level Adherence (SLA) management, multi-site support and our Customer Service Improvement (CSI) Plan has helped our Sword IT staff become more productive and service our EnQuest end users better.

Real Results

"Sword helped us improve our service levels through a new ITSM toolset and extended our knowledge with access to broader a pool of Sword shared services."

Michael Thomson

IT Manager at EnQuest