



***SWORD***

UPGRADE YOUR BUSINESS

IMPROVED IT SERVICE LEVELS  
AT OIL & GAS OPERATOR  
WITH SMOOTH TRANSITION TO  
OUTSOURCED IT SERVICE DESK

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## ABOUT SWORD RESOLVE

Let Sword take care of your managed service to support and provide the levels of service and care that drive customer loyalty, while you focus your team's skills on growing your business.

Resolve, our managed service function, is the end-user's first point of contact with the IT function. Sword considers the performance of this function to be vital to the quality of the overall service delivered to your business.

We have experienced teams available to handle incidents and service requests, acting as the interfaces to the rest of the IT function. This experience is supported by our knowledge of quality toolsets and technology to provide a responsive, proactive and customer-focused service.

Yours sincerely  
For Sword IT Solutions

**Diane Ogston**  
Senior Service Delivery Manager  
Sword Resolve

## PART I – AN OVERVIEW

### Improved IT Service Levels at Oil & Gas Operator with Smooth Transition to Outsourced IT Service Desk

#### THE CUSTOMER

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.



#### THE CHALLENGES

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'S 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.



#### DEEPER INSIGHT

This Case Study provides deeper insights into the challenges, scope and methodology applied to deliver a successful project. These solutions are entirely replicable. If you would like to learn more about the value of outsourcing your managed service we would be pleased to help. We have a range of insights that can be shared.

Or if you would like to discuss any of the solutions in delivering this project, our Sales Lead, Rachel Black, would be pleased to speak to you.

Please email [Rachel.Black@sword-group.com](mailto:Rachel.Black@sword-group.com).

PART II – THE RESULTS

**Improved IT Service Levels at Oil & Gas Operator with Smooth Transition to Outsourced IT Service Desk**

REAL RESULTS

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.



“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 Tomson  
IT Manager  
EnQuest



WOULD YOU LIKE TO KNOW MORE?

Would you like to know more about this project or about our project delivery methodologies? Perhaps you would like to discuss some of the challenges in this project with the Project Management Team for this Project, Rachel Black.

Please email Rachel.Black@sword-group.com, we would be pleased to share our experience with you.

DEMONSTRATING THE BENEFITS

In order to improve the client’s IT service levels with a smooth transition to outsourcing their service desk, three key metrics were identified.

Key metrics used were:

1. Streamline IT operations and reduce costs

2. Improve performance visibility of the service to their people

3. Increase the quality of the IT service delivered to their people

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## IMPROVED IT SERVICE LEVELS

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For further information on this project and on other projects we have undertaken, please contact Rachel Black by email at [Rachel.Black@sword-group.com](mailto:Rachel.Black@sword-group.com)

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