

NAUTRONIX

MARINE TECHNOLOGY SOLUTIONS



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Global Leaders in Through Water Communication and Positioning Technology for the Offshore Industry

Nautronix Limited

Background

Nautronix is an international company specialising in through water communication, positioning technology and offshore Survey Services for the global offshore Oil & Gas industry. Nautronix remains a world-leader in the design and supply of advanced underwater acoustic systems which encompass their Acoustic Digital Spread Spectrum (ADS²) technology for world-leading subsea communications and positioning capability.

The company is headquartered in Aberdeen, Scotland, with sales offices in Houston, US, Rio de Janeiro and Macaé, Brazil and Stavanger, Norway. Nautronix operates a Global Integrated Customer Services (ICS) team providing 24/7 support to customer installations.

IT Manager Iain MacMillan said “Nautronix has doubled in size over the last couple of years and in 2012 opened additional offices in Aberdeen to accommodate the planned growth. It was clear to me that investment in IT was paramount to

facilitate the forecasted rate of growth and I identified that a new service desk system was an essential first step to deliver IT support to the company”.

The Challenge

With the rate of growth this presented major challenges across the business particularly the IT department. These included; additional staff requiring training, access to existing business systems, new systems being implemented (AX2012), additional phones and hardware with desktop applications. Iain said “The IT department was stretched to breaking point, there was no formal support system in place, issues were tracked via email, post-its, telephone calls and endless corridor kidnapping, it was all becoming too much. IT issues were being forgotten due to the lack of logging/tracking in place. As a result end users were starting to doubt our professionalism and ability to deliver. We also had no metrics, so we couldn’t measure



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how well we were doing, or even if we had enough resources/staff to cope”.

The business case for a service management tool set was accepted; the application would underpin existing working practices where applicable and facilitate a formal call logging process by providing a consistent approach to logging issues and the responses to requests. Iain said “we felt it was absolutely essential that we identify a product that could be easily configured to meet our needs, to ensure it was future proof in terms of industry standards, supplied by a vendor we could work with and providing good value for money”. We also wanted a good hosting option not on the internal network, to allow staff to access the system outside the office and overseas.

The Solution

Nautronix’ approach to the vendor selection was to screen 9 different products; Iain said “we pitched a number of questions, queries and requests to all the vendors, arranged demos and interactive webinars. From the demos and responses, we narrowed it down to 4, and then we did a scoring matrix based on answers and more in-depth queries and costs. Our deadline of 30th June was looming faster than we had liked, as AX2012 was going live on 1st July and the system requirements had shifted in the preceding months to allow for IT and AX support”.

The decision was made to go with the Simplisys (formerly known as Citrus Service Desk), Iain said “out of the final 4, it was cleaner, faster, suited our needs and it was competitively priced but the overall factor was the knowledge shown in the demos, with good support and demonstrated with accurate answers to our questions. The GUI was well laid out and it seemed we could master operating the service in record time; moreover we didn’t need to pay a fortune for add-on features/modules. Peter and his team are very

knowledgeable about the product and ITSM, they own, control and update the system too, which was refreshing, with some of the other demos, the demonstrator didn’t seem to know the product very well, and the product was not theirs to update, some other company would own/update it. Finally, with our AX go-live date approaching fast we needed to guarantee we could use it before our deadline (well the week before!!) and be trained ready to go. Most of the other vendors would not commit and some systems could have taken us months to implement and learn”.

When asked why they chose Simplisys Service Desk Iain said “Open, honest, cracking knowledge of the product and an understanding of our requirements, the demo was excellent, even those with a less technical knowledge were impressed. The cost was reasonable and the fact you can update and modify the system based on customer feedback and provide a robust hosted platform all worked in Simplisys’ favour. Now having used the system for approximately 11 months, the effort done on the quick set-up, turnaround, ongoing support and updates just prove we picked the right package. We also trained the AX support staff internally and they picked it up with just a morning session with Matt and myself....which is a credit to your team”.

Iain went on to say “The Reporting feature alone is worth its weight in gold! Matt and Simon have mastered the report editor and made some cracking reports for us to use in our weekly and monthly meetings. We finally have our metrics!

