



Client: Seajacks UK

Website: www.seajacks.com

Client size: 25 office-based staff, 100 offshore crew

Vertical industry: Offshore Services

Location: United Kingdom

Business profile

Based in Great Yarmouth and servicing both the offshore wind farm, and oil and gas sectors, Seajacks is the leading supplier and operator of self-propelled liftboats equipped for harsh environment operations in the Southern North Sea. Seajacks has rapidly expanded since its inception in 2006, and today the Seajacks Group employs over 100 staff and crew.

Services and solutions

- Managed Service Provision
 - Reactive Support (incl. offshore)
 - Proactive Maintenance
 - Strategic Guidance
- Microsoft Server Product Portfolio
 - Small Business Server 2003
 - Windows Server 2003
 - Exchange Server 2003
 - SQL Server 2005
- Microsoft Desktop Product Portfolio
 - Windows XP Professional
 - Office 2003 / 2007
- Line of Business (LOB) Applications
 - INVU Series 6 Digital Document Management
 - Microsoft Dynamics CRM 4.0
- Communications Products
 - Cisco Unified Communications
 - BlackBerry Professional Software
 - DBAM EP600 Advanced bandwidth management for offshore lift boats



Seajacks Leviathan – one of two liftboats, owned and operated by Seajacks.

Breakwater IT teams up with Seajacks to offer Managed Service Provision

“Breakwater IT is a professional organisation providing a high quality service. Service Desk assistance is prompt, friendly and proficient. Response times to all queries, both remotely and on-site, are excellent. In addition, Breakwater personnel have undergone specialist training to facilitate working at Seajacks offshore platforms. We would have no hesitation in recommending them to potential clients.”

Blair Ainslie, Managing Director, Seajacks UK

Since its inception in 2006, Seajacks has grown rapidly from a fledgling company to its current status as the pre-eminent supplier and operator of self-propelled liftboats in the Southern North Sea. During this time Seajacks has relied upon Breakwater IT to provide a highly skilled and flexible outsourced IT Managed Service Provision, and a robust IT architecture to fulfil the day-to-day operational needs of the business, whilst providing the scalability demanded by Seajacks aggressive business plan.

The problem

With over 20 years of experience in the offshore industry, Blair Ainslie recognised an opportunity had arisen to supply harsh environment liftboats to service the ageing oil and gas platforms located in the Southern North Sea. In addition, Blair identified that an increasing focus on renewable energy sources would likely see a growing need for vessels capable of providing a platform for installing and maintaining wind turbines in the burgeoning offshore wind farm sector.

In early 2007, with an experienced management team already in place, and the financing secured to build two vessels, Seajacks ambitious business plan focused on rapidly expanding the UK base of operations, located in Great Yarmouth. Blair, Managing Director, recalls, “We ran more or less a three-man-band for a couple of months, and we (then) grew quickly.”

He recognised it was critical for Seajacks to rapidly identify an IT service provider who could supply the technology solutions and underlying support to fuel their planned business growth. “Nowadays you can’t operate any business without IT. If your IT system goes down, or if your communications are lacking, you’re flummoxed,” says Blair. “We’ve not really got any in-house (IT) knowledge or expertise – we needed someone we could rely on, who would be there when we needed them.”

Ian Robertson, HR and Crewing Manager, already had experience at the rough-end of an outsourced IT service provision working for his previous employer noting, “Nine times out of ten, we had to fix issues ourselves.” This sentiment is echoed by Blair, who says, “(IT Support) Companies that I have experienced before just haven’t been as professional or as customer focussed, the helpful attitude of Breakwater staff is just different from their competitors.”

The solution

After a thorough evaluation of the marketplace, Blair selected Breakwater IT to provide Seajacks with a fully outsourced Managed Service Provision.

The key services delivered to Seajacks as part of the agreement are:

- **Reactive Support:** Providing unlimited remote and onsite support for incidents and underlying IT problems, and a rigid control process over changes made to the environment via Breakwater IT's dedicated Service Desk.
- **Proactive Maintenance:** Proactive management of the IT infrastructure, incorporating the real-time monitoring and alerting of system performance, capacity, and availability, thus proactively managing system bottlenecks and avoiding foreseeable system downtime.
- **Strategic Guidance:** Providing high level IT strategy advice at Senior Management level, and assistance in shaping IT in both the short, and long term.

To facilitate Seajacks immediate operational needs of a centralised and fully-functional IT architecture that could scale with the business, Breakwater IT's experienced Technical Consultants deployed a new server and desktop client solution based around HP hardware and Microsoft Windows Small Business Server.

Recalling the selection process, Blair said, "We had experience of other (support providers), who hadn't perhaps been as proactive as we would have liked them to be, and that was something that Breakwater promised to do for us. We needed people who we could rely on and trust, who were there close by, and who had depth. When we went out to look for that, Breakwater shone through."

The benefits

The team of highly skilled Analysts on Breakwater IT's reactive Service Desk, ensures that Seajacks staff are able to concentrate on their work, safe in the knowledge that effective IT support is always available if needed. "We have a lot of demands on us – IT is only one aspect," says Felicity Rowan, Office Administrator and IT Liaison. "I've never (worked) anywhere that has so readily had somebody on the end of the phone to solve a problem. It is very rare we call

the Service Desk and we don't get a response – we're never kept waiting."

With regards to the proactive support provided by Breakwater IT, Ian commented "We don't see the upgrades, we don't see machines telling themselves to reboot every 10 minutes. We don't have machines falling over all the time because a lot (of work) happens automatically." Blair agrees adding, "We're putting our trust in Breakwater to tell us what's wrong, to monitor our system performance and be proactive. In that respect we're almost taking Breakwater as an employee within the company."

Having already supplied and commissioned the IT and communications infrastructure onboard both vessels, in Q3 2009 Seajacks opted for Breakwater IT to provide offshore support for both the Seajacks Kraken and Seajacks Leviathan. "Breakwater have been able to help us in the offshore environment – particularly on the telecoms side," says Blair. "I don't know where else we would go to get that knowledge and expertise." Felicity summarises the Breakwater IT philosophy by saying, "There is never a closed door to anything – everything is always possible. Breakwater is always pushing the boundaries to take on something new to be able to support us".

The forward thinking and customer-centric approach offered by Breakwater IT has proved to be a perfect fit for Seajacks business model, but perhaps it is the ability to triumph in the face of adversity that has most impressed the Seajacks Management Team. "If we have a major problem, we know that we can make the call and someone will react to resolve the problem as quickly as is feasibly possible," notes Ian. "We had an issue last week," recalls Blair, "and (Breakwater) were here within a matter of minutes and dealt with the issue straight away. When we're up against it, I get an immediate response,

without question, every time."



Blair Ainslie
Managing Director, Seajacks UK

Breakwater IT

Based in Norwich, Breakwater IT brings together an array of highly skilled industry professionals competent in the design, development, implementation and support of information technology systems. We're dedicated to providing clients with the right IT solution to help take their business forward.

To find out how your business could benefit from a superior managed service provision from Breakwater IT, why not speak to a consultant today by calling: [01603 709300](tel:01603709300).

For further information about Breakwater IT please visit our website: www.breakwaterit.co.uk

"I am immensely proud that Breakwater is associated with Seajacks. Building a modular and scalable solution that has proven to be so cost effective, for such a new and rapidly growing business was an opportunity that just couldn't be missed. As a forward thinking company, Seajacks truly recognise the value in our all-inclusive IT offering and very much see us as a seamless extension of their own internal resource."

Stephen Bowles, Managing Director, Breakwater IT