

# EnerSys Returning to Reliability

A Managed IT Services Case Study



## Case Study

EnerSys

## Website

EnerSys.com

## Industry

Manufacturing

## Company Size

21-50

## Country

Australia

## About EnerSys

Operating in over 100 countries worldwide, EnerSys is a leading global supplier of high-performance industrial batteries. With offices in Sydney and Melbourne and more than 30 local staff, EnerSys Australia serves Australia and New Zealand – supplying specialty batteries to the oil and gas industries, forklift operators, telecommunications companies and more.

## The Summary

When EnerSys started to see their service standards drop, they turned to Brennan to deliver their managed IT services. After reviewing three potential new Managed Services Providers to partner with, they chose Brennan who fulfilled all criteria. EnerSys now have peace of mind that their services have round-the-clock support.

### Business Challenge



- Slipping service standards from incumbent service provider
- Disengaged managed services partner
- Ageing infrastructure
- Lack of technical support

### The Solution



- Managed IT Services
- Managed on-site servers
- BPIP networking
- Brennan Ultimate Care

### The Results



- Reliable business applications, services and networking
- Responsive IT support with a single point of responsibility and control
- Improved productivity through business applications

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“We wanted a partner who could provide the services we required under the one banner. With a proven ability to deliver the managed services we wanted, including network connectivity, Brennan was our first choice.”

**Debbie Vivian**  
General Manager  
EnerSys

## The Challenge

When its IT provider’s service standards began to slip, however, the company found itself in the lurch.

“We’d outsourced our IT requirements for numerous years,” says Debbie Vivian, EnerSys’ General Manager, “but when the company we used was acquired, their service levels dropped.”

Crucially, when EnerSys’ Exchange system went down, their provider took three days to repair it – far too long when EnerSys depended on it for incoming orders. EnerSys also wanted to upgrade their aging server infrastructure but found their provider slow to produce recommendations.

“We knew we needed a new IT partner,” says Vivian. “Someone who would respond to our needs and who we could trust to keep us online.”

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## The Solution

EnerSys selected three potential new partners to examine in detail.

“We had several criteria,” explains Vivian. “Firstly, our new provider had to offer the full range of services that our business required, including around-the-clock support. Secondly, they needed to be the right size – not so big that our business wouldn’t matter to them.”

After evaluating their options, EnerSys decided to hire Brennan.

“We wanted a partner who could provide the services we required under the one banner,” says Vivian. “With a proven ability to deliver the managed services we wanted, including network connectivity, Brennan was our first choice.”

To replace EnerSys’ outdated server platforms, Brennan recommended two new servers to meet the company’s email, file storage and database requirements.

To improve network reliability, EnerSys upgraded to Brennan’s BPIP network solution, establishing a dedicated link between the company’s Sydney and Melbourne offices.

 THE SOLUTION CONT...

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Reliable business applications, services and networking



Responsive IT support with a single point of responsibility and control



Improved productivity through business applications

Brennan's engineers also ensured that the EnerSys Australia team was able to seamlessly and securely connect to each other and to the EnerSys global network via the company's VPN.

Microsoft's Outlook Anywhere was also deployed – providing staff with secure and reliable access to vital business services while at home or on the road.

Now operational, EnerSys' new managed platform is serviced by a Brennan Ultimate Care agreement – delivering 24/7 support with proactive monitoring, ensuring that the services deployed meet stringent SLAs.

## The Results

Put simply, Debbie Vivian says that the number one benefit of the Brennan solution is that “it works”.

“The uptime of the system has been incredible,” Vivian says. “Everything has worked as promised and it's been very, very reliable.”

When it comes to providing support, Vivian reports that EnerSys has found Brennan to be very responsive – able to quickly follow up and resolve issues even on the rare occasions when EnerSys' dedicated account manager has been away.

“Brennan have gone the extra mile,” she says. “Our Technical Consultant has consistently looked after our needs, going so far as to participate in midnight calls to the EnerSys global VPN engineers in the UK.”

Another important benefit of Brennan's services is the single point of responsibility and control.

Vivian also points to the business benefits of 24/7 support. “As a subsidiary in a global operation, we often work non-standard hours. The ability to have issues addressed on weekends or in the middle of the night means that we're always open for business when we need to be.”

Asked whether she would recommend Brennan to others, Vivian says, “Absolutely. The Brennan team do an excellent job. Their advice has been valuable, their services are reliable, and issues are always dealt with. We continue to be very happy with everything they provide.”

Vivian adds that EnerSys is currently considering adding Brennan VOIP services to their communications platform.

“Partnering with Brennan gives us peace of mind that our ICT systems will keep pace with our needs as we grow,” she concludes.

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Want more information about the products and services that Brennan have helped EnerSys with? Here's a brief overview.

Visit [brennanit.com.au](http://brennanit.com.au) for more information.

## Related Services

### End-User Managed IT Services

Digital transformation is everywhere. Businesses large and small are rethinking the role of technology – and the smart ones are rethinking who should manage it. Which IT service is right for you?

[Learn more →](#)

### Business Internet Services

Our managed internet service provides a variety of access technologies, wireless ethernet, and mobile broadband. With every connection, we include a proactively managed router with unlimited usage on fixed access methods and around-the-clock monitoring.

[Learn more →](#)

### SD-WAN, MPLS & Hybrid Network

Our Hybrid Network solution provides you with a fully-managed, optimised and secure end-to-end Hybrid Network that not only improves your network's performance but your Hybrid Infrastructure and employees' experience, too.

[Learn more →](#)

## Why Are **We Different?**

We're uniquely positioned to design, manage, and optimise your complete IT environment - or just the parts you need help with - so your people can have a truly seamless technology experience, wherever they are working.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

Unlike nearly every other Managed Services Provider, Brennan offers a complete range of services across infrastructure, networking, end-user support, unified communications & telephony, IT security, hardware & software procurement, pre-paid support & project services, and bespoke business application development such as CRM, intranet, and automation.

Get in touch with us today to see how we can help your organisation.

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