Neos NETWORKS

CASE STUDY

SGN

Helping SGN support its 5.8 million
customers through reliable connectivity

neosnetworks.com

Helping keep 5.8 million customers connected without fail.

Neos Networks' heritage as a trusted network provider and extensive experience in delivering mission critical services to energy companies was key to SGN when we began supporting its gas network.

The challenge

SGN needed a solution that would support its critical gas control network and connect its main sites, from which it monitors and controls the flow of gas across Scotland and Southern England. Added to which, SGN was looking to connect 40 depots and 62 hilltop and offtake sites. Due to the mission critical nature of the services that SGN delivers to its customers, network availability was a key deciding factor when originally choosing a network provider – something for which Neos Networks is renowned.

SGN also required a flexible telecoms infrastructure that could meet its changing requirements. Whether this is in terms of fast reactions from the dedicated telecoms team, to glean insight on the network for example, or the ability to quickly scale up network capacity, being able to adapt the Neos Networks service is critical for SGN to meet its own customers' needs.

"Due to the nature of the mission critical services we deliver to customers 24/7, working with a trusted provider, that wouldn't let us down when it came to availability, really was our top priority. Neos Networks' continued efforts to meet this expectation throughout our time working together made it a clear choice for our latest network requirement and the dedicated telecoms team didn't let us down. Neos Networks offers a level of flexibility and availability that goes above and beyond the confines of our contractual agreement, it takes our changing business needs in its stride, delivering an impressive service that extends to both the network and the people involved. We look forward to continuing the relationship in the future."

Andrew Quail, Director of IT at SGN

The outcome

Our reputation gave SGN the peace of mind that we have an in-depth understanding of the industry and are able to meet its evolving business needs.

Due to the success of our ongoing relationship, SGN awarded Neos Networks a new contract to deliver extended WAN and LAN services to connect the company's core gas control sites in Horley and Horsham. Our Ethernet services also now connect 40 SGN depots and our layer three packet network links 62 hilltop and offtake sites. As part of this project, we also deliver telemetry services – which enable SGN to manage, communicate and transfer critical and regulatory information between its core locations – as well as providing and managing its critical telephony connectivity services.

Paramount to SGN selecting Neos Networks for this award was the bespoke service wrap and dedicated telecoms team we could offer. By allocating a highly qualified and attentive team to the project, SGN could be confident that our technical experts were on-hand to identify and resolve any issues, ensuring that not only the network, but the Neos Networks service, is reliable and available at all times.

About SGN

SGN provides a safe and secure supply of natural gas to 5.8 million customers.

SGN is the UK's second largest gas distribution company, operating over 74,000km of gas mains and services throughout Scotland and the south of England.

www.sgn.co.uk

About Neos Networks

Neos Networks provides class-leading connectivity and data centre services that deliver very high performance, cost efficiency and a competitive edge.

The company operates a 34,000km private telecoms network and an estate of 90 commercial data centres that span the UK. With its extensive telecoms and data centre operational expertise it offers commercial security with unrivalled in-house engineering resource.

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