

Agile Collaboration with NetNordic Teams Phone System for Offshore, Oil & Gas industry

Neptune Energy needed to simplify and modernize their global communication solution with a Cloud First strategy. Neptune Energy choose Microsoft Teams as their communication platform because of the tight integration with Microsoft 365 giving enhanced benefits for user, business and IT. Neptune Energy achieved their goals with a cloud

telephony solution integrated with offshore telephony needs delivered by a technology partner with industry expertise. The solution is scalable globally for all countries where Neptune Energy is present. In summary, the solution reduces operational expenses, gives better workflow and simplifies vendor management.



At-a-glance:

Customer: Neptune Energy

Website: <https://www.neptuneenergy.com>

Customer Size: Enterprise – about 1500 users

Country: Norway, (Nederland, UK, Germany, Egypt, Algeria, Indonesia, Australia)

Industry: Offshore, Oil & Gas

Products and Services: Microsoft Teams Phone System with NetNordic Direct Routing as a Service and NetNordic Global SIP Service

Customer Challenges

Neptune Energy is an independent global E&P company with operations across the North Sea, North Africa and Asia Pacific. The business had production of 144,000 net barrels of oil equivalent per day in 2019 and 2P reserves at 31st December 2019 of 633 million barrels of oil equivalent. The Company, founded by Sam Laidlaw, is backed by CIC and funds advised by Carlyle Group and CVC Capital Partners.

Neptune Energy saw the need to modernize their communication platform and replace traditional PBX solution with an integrated communication solution with Microsoft 365. The challenge was the need to keep existing PBX solution for communication offshore as an integrated part of Microsoft Phone System.

Partner Solution

Neptune Energy was looking for a technology partner which understood their industry needs. NetNordic delivers an integrated solution with Direct Routing as a Service with Teams Phone System, Telenor Mobilt Bedriftsnett and Puzzel Contact Center combined with critical needs for telephony at oil platforms based on existing PBX. NetNordic have an end-to-end responsibility with single point of contact for both offshore and onshore telephony as a trusted advisor with configuration and management of Teams Phone System in Microsoft Office 365.

Neptune Energy saw a clear benefit that NetNordic's solution easily could be expanded globally with NetNordic Global SIP Service to Neptune Energy's locations in Nederland, UK, Germany, Egypt, Algeria, Indonesia and Australia.

Customer Benefits

It is a clear benefit for Neptune Energy to scale their communication platform on existing investments and user interface with Microsoft Teams a Hub for all communication and collaboration. Integrating telephony for users at Neptune Energy in Microsoft Teams means that users save time with less switching between different applications in their daily tasks. Replacing existing telephony onshore gives Neptune Energy reduced operation expenses, access to rapidly new innovations with a Cloud First approach, and fewer suppliers for vendor management.

Benefit for user

- User-friendly and optimized workflow
- Fewer applications to switch between
- Closely integrated with the company's work tools
- Easy access to information and interaction, anywhere, from one interface

Benefit for business

- More efficient and committed organization
- Always access to the latest innovations
- Intuitive solution that enables a fast ROI

Benefit for IT

- Easy administration, secure and scalable solution
- Proven and leading technology
- A supplier with high competence which understand the business needs
- Single point of contact for offshore and onshore telephony globally

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Learn More

 <https://www.netnordic.com>