



SP IT Helpdesk at Networked Energy Services (NES) Corporation

Networked Energy Services (NES) were looking to increase the value they got from Microsoft (Office) 365. By implementing SP IT Helpdesk, they were able to streamline IT Help Desk ticket management, improve response times, and enhanced overall efficiency and internal customer satisfaction — all from Microsoft (Office) 365, which was already in use across the organization.

At a glance

Company: Networked Energy Services (NES) Corporation

Challenge: NES were already using SharePoint within their organization. They wanted to get even more value from their Microsoft (Office) 365 subscription and at the time, were also looking to replace their existing IT Help Desk Solution. The challenge was finding an IT Help Desk solution that was part of their existing Microsoft (Office) 365 subscription, a PaaS (Platform as a Service) that NES users were already familiar with.

Suggested Application: IT Helpdesk

Outcome: Expectations Exceeded

THE CHALLENGE

Headquartered in San Jose, California, Networked Energy Services Corporation (www.networkedenergy.com) is a global smart energy leader in the worldwide transformation of the electricity grid into an energy control network, enabling utilities to provide their customers with a more efficient and reliable service, to protect their systems from current and emerging cybersecurity threats, and to offer innovative new services that enable active, intelligence use of energy.

Working with the IT team in Gdansk, Poland; Networked Energy were looking for an IT Help Desk solution that would integrate into their Microsoft (Office) 365 Platform as a Service (PaaS). The objective was to provide all users (globally) across the business access to their own MyIT Portal to submit IT help desk tickets and follow in near real time their tickets being managed by the internal IT department. SharePoint was already being used with the wider business so ideally NES wanted as many of their core systems to be part of the Microsoft (office) 365 ecosystem.

THE SOLUTION

Networked Energy Services chose SP Marketplace, and SP IT as their IT Help Desk software vendor in October 2016. NES were looking to use as much of the Microsoft (Office) 365 subscription as possible, protecting their investment already made in the Microsoft cloud service.



SharePoint was already being used for other solutions within the business, and this meant NES had the knowledge and skills to implement and deliver an IT Helpdesk solution that was part of an ecosystem already being used within the organisation. Microsoft have already proven themselves to provide an extremely secure cloud platform, so all being told: SP Marketplace had the right product to meet the needs of the business.

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Marek Ościłowski, Global IT Administrator at Networked Energy Services (NES) Corporation



There are hundreds of good IT help desk software solutions available but very few that are based natively on NO-CODE SharePoint online. We felt that SP IT Helpdesk just gave us everything we required on a platform that our users were already familiar with. We also knew exactly where our data was being stored within the Microsoft (Office) 365 PaaS; and even more importantly, our IT Helpdesk data didn't have to be exclusively connected with SP IT.

SP Marketplace also has a European services team based in Scotland, and this provided us with additional benefits as our internal IT team are based in Poland, only one hour ahead. To date we've enjoyed an excellent working relationship with the UK and US based teams at SP Marketplace."

SP IT Helpdesk

A pre-built solution on Microsoft (Office) 365.

SP IT Helpdesk is an out-of-the-box business application built on Microsoft (Office) 365, leveraging SharePoint, Teams, Power Automate, and Power BI. It integrates seamlessly into your existing Microsoft (Office) 365 Tenant, providing a familiar, customizable platform for IT teams and employees to manage support requests efficiently.

Key Benefits:

- **Centralized IT Support:** A single hub for submitting, tracking, and managing IT help desk tickets, ensuring faster response times and improved resolution tracking.
- **Enhanced User Experience:** Integrated with Teams for easy communication, allowing employees to check ticket status and receive updates in real time.
- **Automation & Efficiency:** Reduces manual workloads with automated ticket routing, approvals, and escalations using Power Automate.
- **Data-Driven Insights:** Power BI dashboards provide real-time analytics on ticket volume, response times, and IT performance metrics.
- **Customizable & Scalable:** Fully adaptable to fit your organization's IT support needs, scaling effortlessly as your business grows.

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