



Squadron Energy

Powering a sustainable future together



Squadron Energy sought a nimble and experienced managed services provider that was also committed to environmental responsibility. They selected Fujitsu to implement a tailored and sustainable IT support solution.

Challenge

Squadron Energy faced the need to rapidly scale their service desk to meet growing demand and adapt to changing business needs. The search for an agile partner who also aligned with their environmental commitment added another layer of complexity.

Solution

Fujitsu implemented a comprehensive services suite: ServiceNow, Infrastructure Management, Cloud Services (Azure), Service Management, 24/7 Service Desk, Microsoft 365 support and onsite staff augmentation.

Outcomes

- Improved productivity and higher user satisfaction
- Fast and effective transition to a new platform
- A more sustainable future for both business and society

"One of the big differences dealing with Fujitsu is they listen, and they understand what we want. And they do whatever they can to make sure that happens."

Derren Edwards, Head of IT Architecture, Squadron Energy

Industry:

Energy

People:

300+

Location:

Australia

Website:

[SquadronEnergy.com](https://www.squadronenergy.com)

About the customer

Squadron Energy is Australia's leading renewable energy company that develops, operates and owns renewable energy assets in Australia. They are 100% Australian owned and have 1.1 gigawatts (GW) of renewable energy in operation and 900MW under construction. They are committed to launching 14GW of projects by 2030, powering the equivalent of six million homes. With proven experience and expertise across the project lifecycle, they work with local communities and our customers to lead the transition to Australia's clean energy future.



24/7

Service Desk Support

Powering a sustainable future through innovation

Standing at the forefront of Australia's renewable energy landscape, Squadron Energy is experiencing unprecedented growth. As homes and businesses alike embrace greener power, they urgently needed to augment their managed services and scale their service desk.

In its quest to realise net positive, Fujitsu found an ideal ally in Squadron Energy. Since June 30, 2022, Fujitsu data centres have been energised by Squadron Energy's clean power, amplifying their shared mission – inspire corporations to minimise their environmental footprint.

To capitalise on this shared commitment to sustainability, Squadron Energy strategically partnered with Fujitsu, leveraging their expertise in Service Desk and Cloud services.

Navigating change quickly and seamlessly with Fujitsu

In the realm of service management, migrating to a new provider and revamping services often feels like navigating uncharted waters. However, in the case of Squadron Energy and Fujitsu, a nimble, dynamic and communicative partnership has proven that a smooth sailing transition is indeed possible.

Squadron Energy required an accelerated transition and Fujitsu successfully implemented ServiceNow, Cloud Services for Azure and Microsoft 365 Desktop Support within a condensed timeframe, demonstrating ability to deliver quality outcomes while working at pace.

How to not just keep the lights on but make them shine

The Service Desk model was further enhanced by Squadron Energy's decision to engage Fujitsu for an out-of-hours service desk, ensuring uninterrupted support beyond regular business hours. This hybrid model allows Squadron Energy to leverage its own personnel while benefiting from Fujitsu expertise for 24/7 support, resulting in higher user satisfaction.

This enhanced support has also led to increased productivity by minimising disruptions and allowing staff to focus on their core tasks. Reflecting on the impact of Fujitsu services on Squadron Energy's daily operations, Edwards stated, "Our CTO and I were dealing with quite a lot of escalations previously and I feel like they've almost disappeared now."

Due to this successful partnership, Squadron Energy also intends to leverage Fujitsu expertise across other areas of their business landscape.

"Fujitsu is a juggernaut of the IT services sector with depth and breadth of capabilities, mature processes, and strong account management. But this is well balanced with a flexible and nimble approach to helping customers overcome their problems," Edwards concluded.

Reaching greener horizons together

Squadron Energy and Fujitsu's dynamic partnership demonstrates the transformative power of jointly linking sustainability management and business in enhancing future growth.

Together, Squadron Energy and Fujitsu are championing corporate environmental stewardship and forging a more sustainable world, for current and future generations.

Fujitsu

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