



Revitalising an unsupportable Inherited IT structure & systems

ES Pipelines Ltd helps residential and business customers throughout Britain access mains natural gas by taking a flexible and innovative approach.

ES Pipelines is licensed to operate gas networks by the industry regulator Ofgem and has helped thousands across the country to make the connection. ESP operate the on-site infrastructure for new housing developments, for industrial and commercial premises and for communities not previously connected to the national natural gas network. Currently around 200,000 gas customers are connected to the network through pipelines operated and managed by ES Pipelines. (www.espipelines.com)

Organisational Structure

To reach its maximum efficiency, a business must run within a structure tailored to its business goals. When East Surrey Holdings inherited an out-of-date system when taking over ESPipelines, processes became unnecessarily complicated, organisation was difficult and without an in house team to manage IT, more time was focused on dealing with technological issues than on fulfilling its business mission.



Support with MMCC

At MMCC Support is tailored to suit the needs of each individual customer. With services ranging from carrying out regular health checks of servers and giving



advance warning of potential issues, to diagnosing and resolving application problems, be they related to data inconsistencies or programming faults – MMCC were able to help ESP troubleshoot problems and resolve difficulties as they arose. The Support Team is equipped to respond quickly to calls, and works closely with the Development Team who provide 2nd line support. An online call-logging system

enables customers to track the progress of a call and search a database of resolutions to find the answers to common problems

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