



Case Study

Tokyo Timor Sea Resources

Service Desk



Tokyo Timor Sea Resources (TTSR) being a resources company is dependent on infrastructure reliability, security and must comply with international standards. TTSR needed continuous access to reliable and current global information and for this reason were seeking an IT solutions provider that could address these issues.



About Tokyo Timor Sea Resources

Tokyo Timor Sea Resources is a joint venture company of the global utility giants Tokyo Electric Power Company (TEPCO) and Tokyo Gas (TG). Harnessing and maintaining energy is a worldwide concern especially for Japan whose reliance on international resources to maintain its electricity and city gas supply is critical. Japan must secure and manage imported resources, whether they are renewable or existing energy, to insure the country's continued affluence. Thus, in order to play their part in providing the much needed resources, TEPCO and TG place considerable importance on managing and maintaining their infrastructure, communications and security.

The Challenge

With a heavy dependence on infrastructure reliability and security, TTSR as part of the TEPCO and TG network needed to work within the governing global framework. It was necessary to address issues related to large technical data requirements, fast response times, data storage and the compounding issue of language barriers.

It was important that TTSR find an IT partner that could manage their multilingual desktops, large storage and backup requirements and have the flexibility to provide remote access, guaranteeing the company remained connected to the global network. TTSR needed a technology partner who could manage their IT environment and a partner they could trust.

Another consideration in the choice was the ability for the partner to monitor and maintain the requirement placed on TEPCO and TG to stay within mandatory global environmental and process restrictions under the JSOX legislations.

The Solution

Total Management

TTSR selected L7 Solutions to partner with them to address their complex IT requirements.

L7's Managed Services' Service Desk and Network Operations Centre provide the day to day management of the company's IT and Communications infrastructure. The Managed Services' team provides reliable support within a robust Service Level Agreement ensuring that issues arising are immediately responded to through our ITIL Service Desk facility.

TTSR now rely on L7 Managed Services for their security updates, disaster recovery and storage requirements. The Network Operations Centre monitors issues as they arise within the environment, ensuring the smooth running of the company's IT systems and infrastructure.

Further, L7 Advisory in conjunction with L7 Managed Services developed a strategic plan to ensure TTSR's infrastructure complied with demanding governance requirements.

Tokyo Timor Sea Resources

"We felt confident in our choice of partner in L7 Solutions as the work undertaken so far has exceeded our expectations. Not only are our systems effectively looked after by the Managed Services team but we know we can also tap into L7's considerable pool of Advisory and Integration resources when needed."

Denis Fable, Financial Controller, Tokyo Timor Sea Resources.