

Case Study

Energy company faced with the loss of critical IT staff during an acquisition

AT A GLANCE

Company

Gas Turbine Efficiency

Number of Technology Users

One Hundred Fifty

Number of Sites

Four + Teleworkers

Locations

Troy, NY, Orlando, FL, Duncan, SC, Stockholm, Sweden

Industry

Energy

Company Profile

Gas Turbine Efficiency was an international, multi-site energy company delivering innovative, cost-saving technologies to power utilities and airlines.

Technical Challenge

- Loss of key contributors due to acquisition
- Outdated IT systems documentation
- Multiple sites in the US and Europe

Business Challenge

How to maintain user support and service delivery when key IT players have left the company

“CNS was an important partner before, during and after the acquisition of GTE by the Wood Group. Before the acquisition, they helped us migrate a number of our critical applications into the Cloud. During the acquisition, CNS supported the IT due diligence process while maintaining the networks, servers and end-user support. After the acquisition, CNS led the integration of our IT systems into Wood Groups IT systems.

– Harry Zike, GTE CFO (2010-2012)

Partnership During Crisis

Prior to being acquired by Wood Group in 2011, Gas Turbine Efficiency was a mid-market energy company delivering cost-saving solutions to the power generation industry. Since 2008, GTE had relied on CNS for support of its high-performance computing network, as well as its tightly controlled customer VPNs. In the fall of 2010, Gas Turbine Efficiency was preparing for an acquisition by a multinational corporation. During preparation for the acquisition, several key members of GTE’s IT team left the company, anticipating the loss of their jobs when the acquisition was complete. With key members of the GTE’s IT team on their way out, GTE’s executive team approached CNS about providing full support of the entire GTE network. Utilizing CNS’s C360 remote monitoring and management tool, as well as partner relationships for on-site support, CNS took ownership of IT at GTE’s three North America locations as well as their European headquarters in Stockholm, Sweden.

Preparing the Network for Acquisition

Over the next 18 months, CNS helped GTE prepare for acquisition by auditing and documenting all aspects of the GTE IT environment. During this time, CNS also provided level 1-3 helpdesk support for all 150 technology users and completed several critical upgrades in preparation for the acquisition. In the summer of 2011, when it was announced that the acquiring company was Wood Group from Aberdeen, Scotland, CNS began working with Wood Group’s IT department to prepare for a smooth handoff of the network. CNS and Wood Group’s Unity IT team engaged in weekly teleconferences and regular communication to develop an action plan for the transition.

Handoff

CNS completed the network handoff to Wood Group’s IT department in May of 2012. Very little follow-up was required after the handoff due primarily to the thoroughness of CNS’s team in documentation and delivery of relevant information. In hindsight, both Wood Group and CNS viewed the handoff as a complete success. In recognition of its contribution to the successful acquisition of GTE by Wood Group, CNS was recognized as a key contributor by the M&A Advisor in its 2011 M&A Awards.

The Challenge

- ❖ Loss of key personnel in the IT department posed a major threat to IT service delivery
- ❖ Network documentation was not in a state that allowed acquiring company to perform due-diligence
- ❖ Customer had multiple sites in US and Europe, all of which required on-site support.

The Solution

- ❖ CNS staff provided both IT leadership and help desk services to ensure continuity of IT services
- ❖ CNS performed a full audit and delivered documentation that enabled proper due-diligence
- ❖ CNS leveraged remote support tools and partners to provide unlimited remote and on-site support.