

CASE STUDY



Supporting Nuclear Facilities and Storm Response Teams: Scalable IT for a Utility Powerhouse

SNAPSHOT

As a long-standing IT partner to a major US energy infrastructure company and its parent organization, we've delivered scalable, high-impact solutions across 400+ remote and high-security sites—including nuclear facilities. From walk-up Solution Cafés to rapid storm response and hardware lifecycle management, our flexible support model and trusted expertise have helped them maintain one of the leanest and most resilient IT operations in their industry.

For over 15 years, we have served as a trusted IT partner to the largest electric power and energy infrastructure company in the United States and its Florida-based subsidiary. The subsidiary provides a diverse energy mix that includes nuclear, natural gas, solar, and battery storage and its services reach approximately 12 million people across Florida.

Situation

Operating with a small internal IT team, our customer needed to:

- Deliver high-quality IT support across 400+ remote and high-security sites.
- Rapidly scale resources to support emergency teams in storm response.
- Streamline deployment and support for end-user hardware.
- Ensure compliance and trust for sensitive environments like nuclear facilities.

Action

Evolving with Their Needs

- Launched **Solution Cafés at 5 key sites** — offering walk-up service with quick, high-touch support.
- Introduced staff augmentation, supplying 50–75 **specialized, embedded resources** across:
 - Project management
 - Onsite/remote network and server support
 - Communications systems for over 1,000 trucks

Hardware Lifecycle Management

- Strengthened vendor alignment to ensure and improve consistency and cost-efficiency.
- Delivering end-to-end management for over **\$10 million annually** in laptops and iPads.

Emergency Storm Support

- Currently developing a **field services agreement** for rapid deployment during hurricanes.
- Agreement will include field services support of makeshift field offices with Starlink networks and expedited hardware delivery.

Trusted Access to High-Security Sites

- Trained and certified staff for nuclear plant access.
- Underwent rigorous background checks and compliance protocols.
- Enabled remote support via phone triage and advanced exchange systems.



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*Specialized,
embedded resources*

*NPS #1
performing group*

Results

Over the course of our 15+ year continuous partnership, we've delivered consistent value, stability, and earned deep trust by aligning with our customer's evolving IT strategy. Key outcomes of this enduring relationship include:

- **Top-Ranked Performance:** Consistently recognized as the **#1 performing group** for Net Promoter Score (NPS) and customer kudos, particularly through our Solution Cafés.
- **Rapid Response Readiness:** Entrusted with future **rapid storm team support**, which will minimize downtime and enable field operations.
- **Trusted Access:** Our long-standing, high-trust relationship has earned us privileged access to secure and sensitive operational areas.
- **Scalable, Aligned Staffing:** Delivered a **flexible staffing model** that scales with demand and aligns with our customer's lean operational philosophy.

Our relationship has grown through a deep understanding of their evolving needs — from operating walk-up Solution Cafés to supporting emergency storm response teams. Today, our scope of services includes:

- **Customized Field Services** including remote support via phone triage
- **Solution Cafés**
- **IT Staffing and Workforce Enablement**
- **Device Lifecycle Services** of end-user compute hardware including **Advanced Exchange**

Three Keys to Our Success:

01

Deep Industry Understanding:

Our long-term engagement has given us unique insight into the operational and regulatory demands of the energy sector, especially in high-security environments, infrastructure environments.

02

Flexible, Scalable Delivery Model:

From everyday support to emergency response, our ability to scale resources quickly and efficiently has been critical to maintaining uptime and service continuity.

03

Commitment to End-User Experience:

Through initiatives like walk-up Solution Cafés and proactive support, we've consistently delivered high satisfaction and built trust across all levels of the organization.



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