



Managed IT infrastructure helps Noatum Maritime weather the storm

Why Noatum Maritime needed to ramp up their remote working capacity

Noatum Maritime is a leading maritime, logistics and port services company 2,700 professionals across 103 companies in 28 countries. Technology is critical to the smooth operation of the business and when COVID-19 forced international lockdowns they required a quick working solution to provide remote access to around 700 additional users.

How they ensured that all their employees could stay connected

When Noatum Maritime required additional employees to work from home they found that they urgently needed to expand their Virtual Desktop Infrastructure platform. In less than two weeks we, as their managed services provider, had to triple the compute capacity on the platform as well as optimize the entire environment to ensure a seamless user experience.

What a relationship of trust meant for Noatum

NTT Ltd. were awarded the contract to migrate and transform their core IT services under a single management contract two years ago. The initial migration was extremely successful, and the strong partnership with our intimate knowledge of their IT environment ensured that we were able to promptly address their needs when the pressure was on.



I want you to convey to the team a big thank you for the huge effort and work that you have done to solve this crisis situation. When this situation of confinement is over, we have to look to try to put a face to all those who have participated in this situation to implement urgent remote access to all personnel in record time.

David Espinosa Martos, IS Department Infrastructures Manager, Noatum Maritime



Challenge

Why Noatum Maritime needed to ramp up their remote working capacity

Noatum Maritime is a leading maritime, logistics and port services company with more than 50 years of experience. They employ more than 2,700 professionals across 103 companies in 28 countries. Providing services for ship owners and operators of vessels, as well as exporters, importers and traders, in North America, South America, Europe, North Africa, the Arabic Gulf and Asia.

For shipping companies, staying connected in often remote locations is critical to the smooth running of the business. In busy sea container ports, ships line up to use the heavy equipment at the docks, for unloading/ loading of the cargo. So, their IT infrastructure needs to be very robust and maintained by a skilled set of people to minimize downtime, including the back-office systems.

In this latest situation, Noatum Maritime required a quick working solution to provide remote access to around 700 additional users when they suddenly, like a lot of other organizations, found that they needed to deploy IT infrastructure to support home working for employees. For a rapid response they turned to their managed services provider; NTT Ltd. to 'lean in' and provide assistance.

Solution

How they ensured that all their employees stay connected

The COVID-19 pandemic took everyone by surprise and organizations around the world found their IT being tested to the limits as staff started to move to a new paradigm of working from home. Noatum was no exception and found that they urgently needed to expand their existing Virtual Desktop Infrastructure platform - based on Remote Desktop Services technology – to accommodate the remote working requirements of all their employees.

In less than two weeks the platform had to increase its compute power by a factor of three, which required adding many additional servers and storage to the farm. In addition we had to optimize the infrastructure in many key areas, all under the control of our capacity management process.

We also had to address complex technical challenges such as errors on the RDS Web portal, the main access to the platform for Noatum, when the vendor themselves were not able to resolve them. Our engineers worked tirelessly over the entire weekend to replicate and troubleshoot the problem on newly deployed test servers and once working, applied the appropriate fix.

This allowed their additional users to access the platform on the following Monday morning, with zero issues.

Outcome

What a relationship of trust meant for Noatum

Our relationship with Noatum started two years ago when we were awarded a contract to migrate and transform their core IT services under a single management contract. Like other enterprises, they discovered that the number of service providers was starting to grow. Managing too many vendors increases complexity and diverts a great deal of resources. Having decided to reduce the number of vendors they had to manage, NTT Ltd. with both our comprehensive services portfolio and global coverage met these requirements. While the original migration from the previous providers was complex, an audit by the customer post-implementation indicated a high level of satisfaction, alongside the users reporting a boost in performance from day one. Noatum was very satisfied with the experience with us and appreciated the expertise and how quickly we overcome any difficulties during migration.

As part of our relationship, many areas have been improved and optimized during the last two years. Noatum is a successful growing company, and we're in a strong position to support that growth together with flexible infrastructure support. This strong partnership and our intimate knowledge of their IT environment was vital in ensuring that we were able to promptly address their needs when they needed a rapid response to business-critical challenges.



Which Technologies?

- Virtual Desktop Infrastructure (VDI)
- Remote Desktop Services

Which Services?

- Managed Hybrid Infrastructure Services