



Customer Success Story

PX Group



PX Group is a fully-integrated infrastructure solutions business that delivers improved operating performance of commercial and industrial facilities in three key delivery areas: engineering consultancy; operations and maintenance, and energy trading.

About PX Group

The company has more than 20 years of history in managing, operating and maintaining some of Europe's largest industrial facilities and critical infrastructure installations, including the 1875MW Teesside Power Station and one of the UK's largest and most strategic gas processing facilities.

PX Group now delivers services across the UK, and has gained experience in other regions, such as the UAE and South America, by working with global organisations. Expanding overseas became a key driver, which prompted the opening of a Dubai office to better serve the growing Middle East market.

The company has about 300 direct employees and about 500 contractors.

The Challenge

PX Group required a comprehensive IT solutions package that worked across a range of diverse sites that needed to share data and build on the current system that was slow, expensive and inefficient.

With a round-the-clock environment that requires high availability rates from PX, their current lack of monitoring online traffic and poor customer service was proving to be an obstacle in the company's growth.

Aspire's Solution

Aspire installed new IT infrastructure and hardware across the company, including broadband connectivity and a new, MITEL telephony system. In order to provide PX Group with world class support, Aspire also agreed to deliver our state-of-the-art RealCARE support package.

Taking a holistic approach to this solution allowed Aspire to understand PX Group's diverse needs and work closely with them to deliver a bespoke solution, rather than selling pre-packaged 'off-the-shelf' solutions.

"We first worked with Aspire when they took over our Mitel support in 2011, since when we have been steadily increasing the number of services Aspire provide for us.

"Aspire are a great company with fantastic staff that give the personal approach that a business like PX needs. We deal with high-risk, high-hazard sites on a 24/7 basis and need a support network that is flexible, highly reactive, knows our business and our exact requirements."

Mark Willis, ICT Service Delivery Manager at PX Group

