

CRU – Commission for Regulation of Utilities

Functional and technical IG support

CRU chooses Oyster IMS to provide Solution Support, Training and Professional Services

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Overview

The Commission for Regulation of Utilities is the Republic of Ireland's energy and water economic utility regulator.

Challenge

Since 2019, Oyster IMS has been providing CRU with technical professional services such as upgrades and user training associated with the implemented document & records management solution.

In 2022, CRU decided that a retained service was required to ensure consistent high-levels of support and expertise were provided in relation to this critical Information Governance system.

As well as ad-hoc project work to include training and upgrades, there was a requirement for a more proactive support service to ensure improved adoption of the

implemented solution, thus enabling compliant records management processes across the organisation.

Solution

In 2023, CRU selected Oyster IMS Ireland to provide licensing, solution support, implementations, upgrades and training associated with document & records management and file analysis / data discovery solutions on a multi-year contract.

Oyster IMS Ireland was selected due to the ability to deliver unrivalled levels of information governance expertise as well as the technical knowledge and experience of how to apply this to technical solutions.

At a glance

Industry

Regulator

Location

Ireland

Challenge

Document & Records

Management system upgrade and adoption

Products and services

Solution Support, Licence purchase, Professional Services, Training

Results

- Successful technical upgrade
- Increased system adoption
- Issue resolution

"Within the intricate labyrinth of data management, Oyster IMS emerges as a guiding beacon, illuminating the path towards seamless compliance and efficient information governance.

With their expertise, dedication, and innovative solutions, Oyster IMS has become an indispensable ally for CRU, empowering us to navigate the complexities of data management with confidence and efficiency."

John Lynn

CISO & Head of ICT - CRU

Contact us at:
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For over 20 years, Oyster IMS has been working with many of the main Information Governance solutions in use across heavily regulated private and public sector organisations. Many organisations have technical expertise, but Oyster IMS applies this through the lens of its long history of Data Protection, Information Governance and Information Security knowledge.

The engagement with CRU – as with many of this type of engagement – consists of the following elements:

- Licence renewal service – Liaison with the software provider and / or licence distribution to achieve best value for end clients

- Solution Support – In addition to the standard technical support provided by the vendor, Oyster IMS provides support for the solution as-implemented, including any escalation to software vendors

- Professional Services (Technical) – An agreed rate per day / hour for technical professional services as required. Each piece of work requires an approved Statement of Work (SOW)

- Professional Services (Training) – An agreed rate per day / hour for training services to cover both end-user and administrator functions in relation to the supported solutions

Results

The support and advice that Oyster IMS Ireland has delivered so far has enabled a successful roll out / relaunch of an updated version of the software across the organisation.

In addition to the upgrade project a series of regular training (online and in-person) is planned throughout the year to further underpin the expanded use of the document & records management system, enabling compliance, strengthening risk reduction and reducing the potential impact of data breaches.