

littlefish

GROUP

**EMPOWER
OPERATIONS.
FUEL YOUR
ENERGY FUTURE.**

DIGITAL SOLUTIONS

MANAGED SERVICES

CYBER SERVICES

DATA & AI

Energy & Utilities digital innovation,
delivered with the **Littlefish difference.**





HELLO, AND WELCOME TO LITTLEFISH GROUP

An introduction from our energy and utilities expert, Tim Bayliss

The energy and utilities sector is in the middle of a real shift, and many organisations are working hard to juggle the demands of today with the expectations of tomorrow. Legacy systems, ERP changes, regulatory pressure, and the move toward modern technology estates all play a role – especially when it comes to achieving Net Zero and preparing for the impact AI will have on future operations.

At Littlefish Group, we start by getting to know your world: how your teams work, where the pressure points are, and what might be slowing things down.

Every organisation is different, and so are the people who keep essential services running. Our job is to support them with practical guidance, dependable services, and technology that makes day-to-day work smoother rather than more complicated.

We believe in partnership, clarity, and giving you the confidence that your technology is helping you move forward, not holding you back.

Thank you for considering Littlefish Group as your technology and transformation partner, I hope this brochure gives you a clear sense of who we are, how we work, and how we can support your future success.

*All the best,
Tim Bayliss*

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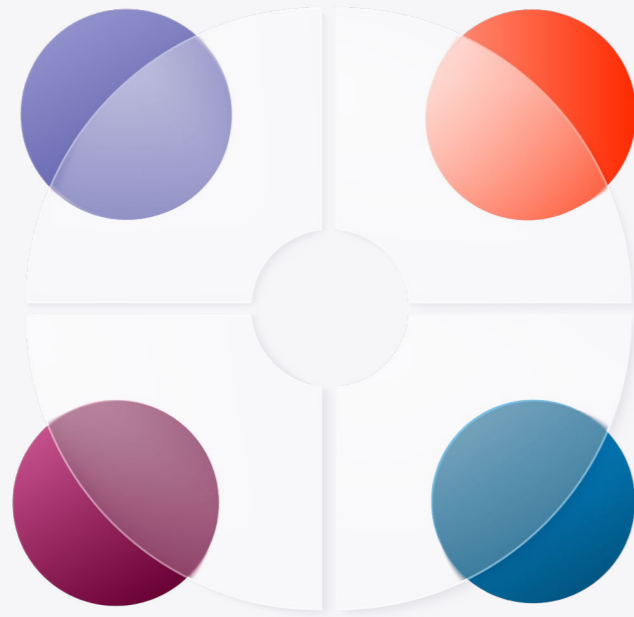
OUR FOUR CORE SERVICE PILLARS

littlefish DATA & AI GROUP

Energy and utilities generate huge volumes of operational and IoT data. We bring this data together, strengthen governance, and prepare organisations for responsible AI adoption, supporting use cases from predictive maintenance to demand forecasting and improved customer experience. The result: data that's usable, reliable, and ready for what's next.

littlefish DIGITAL SOLUTIONS GROUP

Helping organisations modernise legacy estates and untangle operational challenges. Our approach is people-first: understanding how your field, control-room, and customer-facing teams work today, and guiding you toward digital foundations that support safer, efficient operations tomorrow, including the path towards AI-enabled services.



littlefish MANAGED SERVICES GROUP

Dependable IT support that keeps critical operations running. We prioritise efficiency, clear communication, and data-driven improvement backed by industry-leading NPS, CSAT, and FCR scores. From control rooms to field engineers, every user gets fast, expert support that reduces friction and keeps vital services moving.

littlefish CYBER SERVICES GROUP

With growing threats to CNI and tighter regulatory demands, resilience is critical. Our UK-based Security Operations Centre delivers proactive monitoring, clear visibility, and support with evolving standards. We protect both information and operational systems, enabling safe, resilient operations across increasingly interconnected IT and OT environments.

THE LITTLEFISH GROUP DIFFERENCE



TAILORED SUPPORT THAT POWERS RELIABILITY

We begin by taking the time to understand how your organisation works, the pressures on your teams, the realities of your operational environment, and the outcomes you're working towards. This helps us tailor support that fits your world.



INNOVATIVE THINKING MEETS SECTOR EXPERTISE

Our deep experience in energy and utilities, combined with an agile approach, enables us to stay ahead of the curve. We design secure, future-ready technology strategies that drive efficiency, support innovation, and keep your operations moving forward.



WORKPLACES WHERE HYBRID TEAMS THRIVE

We create secure, connected digital workplaces that empower field engineers and office teams alike. By streamlining workflows, enabling real-time collaboration, and removing IT barriers, we help your people deliver their best work.



SERVICES DESIGNED TO SCALE WITH YOU

Scaling and adapting to change can be tough. That's why we offer flexible, modular managed services and co-sourcing options that grow with you.



EFFICIENCY THAT KEEPS ON IMPROVING

Our shift-left approach drives continuous improvement – cutting overheads, boosting efficiency, and elevating the customer experience.



PERFORMANCE YOU CAN SEE AND FEEL

With industry-leading satisfaction scores, we deliver digital services you can rely on. Our commitment to security, compliance, and service excellence ensures measurable improvements in operational efficiency and customer experience.

DIGITAL SOLUTIONS

Our digital solutions help energy and utilities organisations modernise safely, simplify complex estates, and support the people delivering essential services. With practical guidance and future-ready platforms, we help you embrace change confidently, unlock new opportunities, and build a digital environment that supports compliance, Net Zero commitments, and long-term resilience.



DIGITAL ADVISORY & CONSULTING

Energy and utilities organisations often work within complex, long-standing estates, while struggling with legacy systems and ERP constraints, as well as early-stage AI adoption. Our advisory services bring clarity to this challenge, helping you make confident decisions and identify where new technologies can genuinely add value.

Whether the focus is cloud strategy, building resilience, or data and AI, we work alongside your teams to turn ambition into practical, realistic steps.



CLOUD MIGRATION AND OPTIMISATION

Cloud modernisation in this sector often means untangling legacy dependencies while keeping mission-critical services running. We support organisations through that transition, strengthening resilience, and preparing estates for automation and AI-optimised operations.

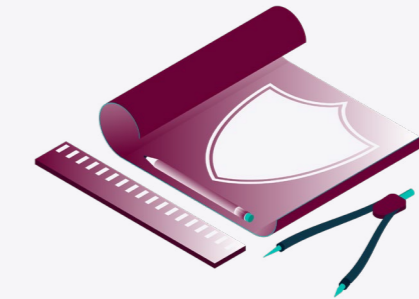
With a focus on stability, security, and user experience, we make cloud adoption smoother, safer, and aligned to the needs of your various teams.



D365 BUSINESS SOLUTIONS

With complex operations, large customer bases, and field-to-desk workflows, many energy and utility providers benefit from a unified view of data and processes. Microsoft Dynamics 365 brings CRM and ERP together in one intelligent platform.

With deep Microsoft expertise and a people-first approach, we help your teams improve visibility, streamline decisions and build a modern, connected environment ready for future innovation.



SECURE BY DESIGN

Modernisation brings opportunity, but in energy and utilities it also increases exposure across both IT and operational environments. Our 'secure by design' approach builds resilience from the start, so you can adopt new technologies with confidence.

Bringing together expertise in cloud, cyber, data, and AI, we help create secure, adaptable digital foundations that align with your operational needs and support long-term, sustainable innovation.

MANAGED SERVICES

Littlefish Group's managed services help energy and utilities organisations strengthen resilience, maintain uptime, and operate confidently in a demanding, highly regulated environment. From day-to-day IT operations to long-term strategic guidance, we work as an extension of your team, combining technical expertise with a practical, people-first approach designed to improve efficiency.

SERVICE DESK OF THE FUTURE

Utilities organisations often rely heavily on outsourced service desks to keep control rooms, field teams, and office staff working smoothly. We focus on making that support efficient, reliable, and easy to access.

By combining award-winning user experience with modern tooling and thoughtful automation, we deliver calm, responsive support that helps people stay productive and keeps operations flowing.

MANAGED MODERN WORKPLACE

Hybrid and distributed working models continue to reshape how energy and utilities teams collaborate. Our Managed Modern Workplace service ensures those dispersed environments stay secure, connected, and easy to use.

We support truly people-centred workflows, helping organisations reduce friction, improve productivity and keep costs under control, no matter where teams are working from.

INFRASTRUCTURE MANAGEMENT

Complex estates, long-standing dependencies, and tight regulatory requirements make infrastructure management especially critical in the energy and utilities sector.

We keep your environment stable, secure and scalable, whether on-premises, cloud-based, or hybrid, and focus on preventing issues before they impact operations. Our aim is to support reliable performance, reduce risk, and help you transition toward more flexible, modern estates at a pace that suits you.

SERVICE INTEGRATION & MANAGEMENT (SIAM)

Many organisations work with multiple suppliers, and when those relationships aren't aligned, inefficiency can spread quickly. Our SIAM service brings structure, clarity and accountability across your entire supplier ecosystem.

We coordinate service delivery, streamline communication, and ensure the right work happens at the right time, reducing delays and supporting a smoother, more predictable operational experience.

SERVICE MANAGEMENT OFFICE (SMO)

Utilities environments often span complex service landscapes, making coordination and oversight challenging. Our SMO helps you bring order to that complexity by managing day-to-day processes, improving visibility, and supporting maturity across your service management capabilities.

You keep ownership of key decisions; we provide the structure, continuity and partnership needed to make the whole environment work more effectively.



DATA & AI

Change can feel daunting in a sector where safety, reliability, and compliance are essential. Littlefish Group help energy and utilities organisations make better use of AI and data in ways that are clear, manageable, and genuinely useful. Whether modernising legacy estates, improving customer service, or making better use of smart meter and IoT data, we're here to make the journey simpler, faster, and far less daunting.



AI & GENERATIVE AI

AI adoption in energy and utilities is still emerging, but the opportunities are real; from customer-facing tools like intelligent chatbots to internal efficiencies and faster decision-making.

We help you explore AI safely and confidently, focusing on practical use cases that ease pressure on your teams. With clear guidance and a people-first approach, we support meaningful progress at a pace that fits your organisation.



DATA FOUNDATIONS

Strong data foundations are essential for analytics and AI, especially in environments built on legacy systems and complex operational estates.

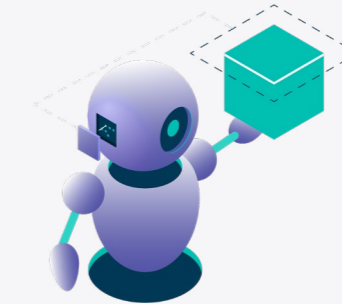
We help you create a governed, scalable data platform, including solutions such as Microsoft Fabric, that enable better insight from smart meters, IoT devices, and core business systems. Our focus is simple: data that's reliable, accessible and ready for the future of the industry.



DATA GOVERNANCE

Fragmented systems, inconsistent quality, and rising compliance expectations can make it hard to trust your data. We take the complexity and make it feel clear and manageable by building governance frameworks that ensure information is accurate, compliant, and easy to work with.

The result is a trusted data estate that strengthens decision-making, supports regulatory reporting, and drives innovation.



INTELLIGENT AUTOMATION

Automation can relieve pressure across energy and utilities operations. It reduces manual effort, clears bottlenecks and gives teams more time to focus on business-critical activities and innovation.

We design automation that fits how your organisation actually operates, using data and AI-driven insight to improve processes, minimise errors, and support smoother experiences.

CYBER SERVICES

In the energy and utilities sector, where every interruption can impact communities and critical national infrastructure, cyber protection is about keeping essential services running safely and reliably. We help organisations build real, measurable resilience across complex OT and IT environments, cutting through noise and simplifying risk in a sector facing escalating threats, and legacy system challenges.

MANAGED PROTECTION AND RESPONSE

Threats evolve fast, and resilience can't wait. Our managed protection and response service blends Microsoft's advanced security capabilities with hands-on expertise from practitioners who've handled real-world incidents.

We focus on behaviour, not noise, spotting attacks earlier, responding faster, and helping you stay operational even when pressure is high. It's protection that feels proactive, personal, and built around your business.

SECURE HYBRID WORK AND CLOUD

Attackers are exploiting identities, APIs, and SaaS supply chains to access your business from the inside out. And for organisations managing hybrid environments, the complexity only grows.

We combine robust cloud protection with a human-first approach, building resilience into your business and empowering teams to collaborate without limits. Our cloud security approach focuses on identity, context, and intent – keeping your business safe and your teams free to focus on the job at hand.

RESILIENT OPERATIONS

When every connection underpins critical services, resilience is about staying ahead, not just bouncing back. We design continuity, backup, and disaster recovery plans that reflect the realities of energy and utilities, from ageing estates to interconnected digital ecosystems.

Our approach keeps operations steady, people supported, and services running, so you're ready for disruption long before it reaches you.

AI AND EMERGING THREATS

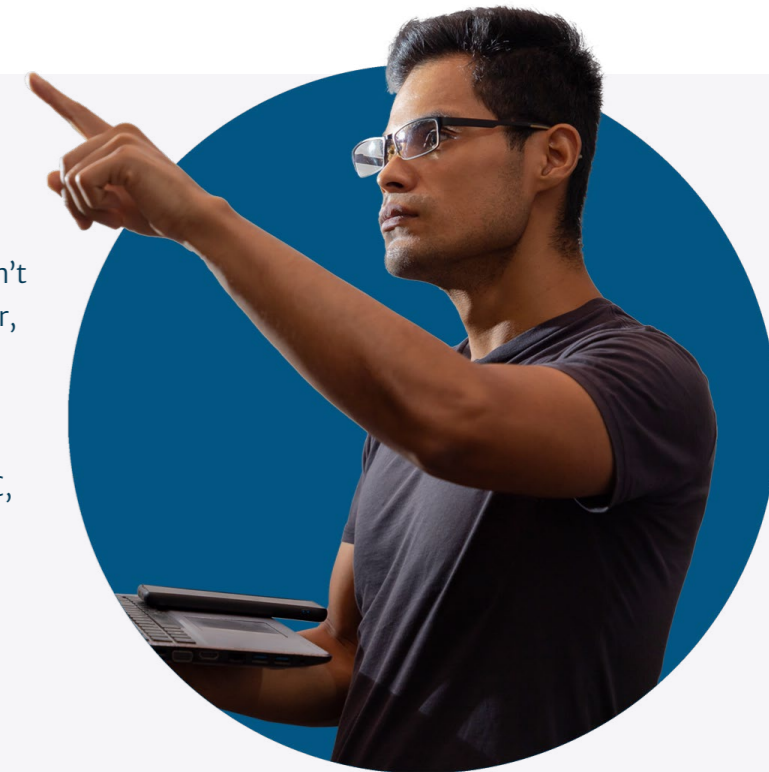
AI is transforming both innovation and risk. We help you stay ahead with practical ways to secure AI systems, test model integrity, and defend against emerging threats, including the longer-term risks posed by quantum computing.

By combining cloud-native security with real-world expertise, we give you the confidence to use AI safely, ethically, and effectively across your organisation.

TRUSTED COMPLIANCE & ASSURANCE

Regulation moves quickly, and compliance isn't optional. We simplify the landscape with clear, practical support, from cyber assessments and security architecture reviews to DORA alignment, insurance-driven requirements, and regulatory frameworks such as NIS, NCSC, Ofgem, and ISO 27001.



Our experts draw on hands-on experience, plus insight from UK policy-generation working groups, to help you understand your responsibilities and stay audit-ready with confidence.



TECHNOLOGY THAT PUTS PEOPLE FIRST

As a Solutions Partner for Microsoft Cloud, Littlefish Group blends deep technical expertise with a people-centred approach shaped around the challenges organisations face today. Each designation reflects the practical ways we translate Microsoft technology into meaningful improvements for you.

WE'RE PROUD TO HOLD ALL SIX MICROSOFT SOLUTIONS PARTNER DESIGNATIONS AND NINE SPECIALISATIONS.

 <p>Modern Work</p> <p>Specialist Adoption and Change Management</p>	 <p>Data & AI Azure</p> <p>Specialist AI Platform on Microsoft Azure</p>	 <p>Business Applications</p> <p>Specialist Low Code Application Development</p>
 <p>Security</p> <p>Specialist Cloud Security</p>	 <p>Modern Work</p> <p>Specialist Modernize Endpoints</p>	 <p>Security</p> <p>Specialist Threat Protection</p>

- Adoption and Change Management
- Modernise Endpoints
- Low-Code Application Development
- AI Platform on Microsoft Azure
- Cloud Security
- Intelligent Automation
- Threat Protection
- Copilot
- Small and Midsize Business Management

Each Specialisation is independently verified, ensuring that when you partner with us, you're working with a team that meets Microsoft's highest standards for technical capability, customer success, and solution delivery.

MICROSOFT BUSINESS SOLUTIONS



MICROSOFT 365
Unlock collaboration, security, and productivity that flexes with your needs/scales with your ambitions.



POWER PLATFORM
Empower innovation with low-code apps, automation, and data insights.



MICROSOFT FOUNDRY
Build, deploy, and govern AI agents/applications at enterprise scale.



MICROSOFT 365 COPILOT
Harness AI to supercharge productivity and creativity.



MICROSOFT TEAMS
Enable seamless communication and teamwork across any location.



MICROSOFT SHAREPOINT
Turn complexity into clarity, spark effortless collaboration, and connect your organisation.



DYNAMICS 365
Unify CRM and ERP for a connected, intelligent business platform.

MICROSOFT SECURITY SOLUTIONS



MICROSOFT DEFENDER
Advanced threat protection for endpoints, identities, and cloud apps.



MICROSOFT SENTINEL
Cloud-native SIEM for proactive threat detection and response.



MS SECURITY COPILOT
AI-powered insights to accelerate investigation and remediation.



MICROSOFT PURVIEW
Comprehensive data governance and compliance across your digital estate.

PARTNERING FOR RESILIENCE, SUSTAINABILITY, AND LONG- TERM PROGRESS

At Littlefish Group, we're proud to support the organisations that power homes, businesses, and communities. In a sector where reliability, sustainability, and regulatory confidence are non-negotiable, we help you overcome the day-to-day challenges of modern operations with people-first technology solutions built for critical environments.

Our end-to-end services, spanning managed IT, cyber security, digital transformation, and data & AI, are designed to strengthen operational resilience, improve service continuity, and give your teams the tools they need to work securely, efficiently, and confidently. With industry leading, world-class NPS, proactive support models, and a culture rooted in partnership, we scale with your needs and stay by your side as the landscape evolves.

When you work with Littlefish Group, you gain a trusted partner dedicated to helping you deliver safe, reliable, and sustainable services to your customers. Together, we'll unlock potential, modernise with purpose, and build a future where innovation and resilience go hand in hand.

**READY TO
STRENGTHEN AND
MODERNISE YOUR
OPERATIONS?**

**LET'S START THE
CONVERSATION
TODAY.**

littlefish
GROUP

POWERING PROGRESS



[littlefish.co.uk](https://www.littlefish.co.uk)