

Energy & Utilities | Singapore

Keeping fuel flowing 24/7

Union Gas Holdings Limited

Backed by Lenovo ThinkSystem technology and Lenovo Premier Support for Data Centers, Union Gas Holdings Limited can keep operations running smoothly seven days a week, 365 days a year.



Lenovo

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Customer background

Who is Union Gas Holdings Limited?

Union Gas Holdings Limited is a leading fuel supplier in Singapore, specializing in retail liquefied petroleum gas (LPG), compressed natural gas (CNG), and diesel. It has been delivering fuel products to retail and business customers under the brand names Union Gas, SUNGAS, and Energy for more than 40 years. The group's mission is to be the first choice of reliable energy provider for every home and business in Singapore.



2 The challenge

Union Gas Holdings Limited's operations span the entire LPG value chain: including natural gas production and liquefaction, transportation and storage, and distribution to end customers. To keep fuel flowing, the group must ensure that its core business applications run 24x7x365.

For years, the group has been using Lenovo data center solutions to underpin these critical workloads. Stanley Hope, IT Manager at Union Gas Holdings Limited, elaborates: "We have had the distinct pleasure of integrating Lenovo's servers and storage solutions into our IT infrastructure, and we are extremely pleased with the outstanding performance and reliability these products have consistently delivered."

2 The challenge

With its existing infrastructure approaching end of life, the time had come for Union Gas Holdings Limited to refresh its data center. The group aimed to build on its strong partnership with Lenovo and deploy a solution that would meet its needs for years to come.



“Lenovo’s servers have become the cornerstone of our operations. Their robust architecture and high performance enable us to handle demanding workloads effortlessly.”

Stanley Wong

Head of IT, Union Gas Holdings Limited

3 The solution

Future-ready platform

After discussing its technical requirements with the Lenovo team, Union Gas Holdings Limited chose to modernize its data center with powerful new Lenovo ThinkSystem servers. The group implemented two servers for production workloads and a third as a backup environment. Furthermore, the group refreshed its storage infrastructure with a Lenovo ThinkSystem storage array, equipped with high-performance solid-state drives.

Lastly, Union Gas Holdings Limited took this opportunity to also upgrade its support package, opting to take advantage of Lenovo Premier Support for Data Centers. Specifically, Premier 24x7 4-Hour Response + Keep Your Drive (KYD).

Services

Lenovo Premier Support 24x7 4-Hour Response + Keep Your Drive (KYD)

Hardware

Lenovo ThinkSystem servers and storage arrays

Software

Microsoft Windows Server 2022
Veeam Backup & Replication
VMware vSphere Enterprise Plus



VIP support

Lenovo Premier Support for Data Centers guarantees 24x7 four-hour response for rapid resolution of both hardware and software issues, including third-party software support for providers such as VMware, Microsoft, and Veeam. Now, the group has a single point of contact for IT support, simplifying case management—a huge benefit for Union Gas Holdings Limited.

Lenovo Premier Support case resolution averages five days faster than standard support and are twice as likely to be resolved without escalation, rerouting, or on-site support.

Union Gas Holdings Limited also takes advantage of the KYD service. In the event of a hard drive failure, Lenovo will replace the drive the next working day and Union Gas Holdings Limited can keep the failed drive, rather than returning it to Lenovo as per the standard warranty conditions. This helps to improve data security by giving Union Gas Holdings Limited the freedom to decide how and when to dispose of the data, on the group's own terms.

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“A standout aspect of our experience with Lenovo has been their **exceptional customer support**. The Lenovo support team, particularly the sales team led by Celine Loh, has consistently shown **remarkable responsiveness and expertise**, efficiently addressing inquiries and resolving issues.”

Stanley Wong

Head of IT, Union Gas Holdings Limited

4 The results

With the new Lenovo ThinkSystem servers and storage, backed by Lenovo Premier Support for Data Centers, Union Gas Holdings Limited can be sure of operations running reliably day in, day out.

“The reliability and consistent uptime of Lenovo servers have significantly enhanced our operational efficiency,” says Stanley Hope. “Additionally, Lenovo’s advanced technology solutions have adeptly addressed our virtualization and storage needs, ensuring optimal performance and scalability.”



24x7x365 technical support



Next-day repairs



High-performance hardware

4 The results

With 24x7x365 technical support just a phone call away (and an average speed to answer of just seconds), as well as next-business-day repair service, Union Gas Holdings Limited can be confident that issues are resolved swiftly, helping to minimize any potential impact on operations. Crucially, this helps to ensure that the group can deliver energy to homes and business across Singapore safely and efficiently.



“Lenovo servers and storage solutions have been pivotal to our company’s success, and we look forward to continuing our partnership with Lenovo.”

Stanley Wong

Head of IT, Union Gas Holdings Limited

Why Lenovo?

Union Gas Holdings Limited is a long-time user of Lenovo data center solutions, and the group has always been impressed both by the technology and the support available. The move to Lenovo Premier Support for Data Centers was based on previous positive experience with Lenovo support services, and the desire to alleviate pressure on the group's IT team with direct access to experienced engineers.

Stanley Hope confirms: "Lenovo truly stands out as a top-tier provider of server and storage solutions that we trust implicitly."

How can energy providers deliver always-on service?

Working with Lenovo, Union Gas Holdings Limited upgraded its infrastructure and IT support to help keep operations running reliably.

[Explore Lenovo Premier Support for Data Centers](#)