



Vital Energi Powers Up Security with Nagomi and Softcat

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Vital Energi is a leading UK provider of sustainable energy solutions, known for designing, installing, owning, and operating low carbon energy systems.

With a strong focus on innovation and environmental responsibility, Vital Energi partners with public and private sector organisations to deliver energy efficient infrastructure that supports the UK's net zero ambitions. Their expertise spans district heating, renewable energy

technologies, energy performance contracting, and owning and operating energy assets, all of which provide clients with long term security, performance certainty, and sustainable carbon and cost reductions.

Key Facts

1 Headquartered in Blackburn, UK, with operations nationwide.

2 Over 30 years of experience in delivering energy solutions.

3 Trusted partner for major infrastructure projects including hospitals, universities, and airports.

The Challenge

Vital Energi had a strong suite of security tools in place, but they were struggling to get a clear picture of how well those tools were working across their environment. Their IT team, led by Jon Woan, was relying on manual, spreadsheet-heavy processes to collect and report on security data. This meant pulling information from multiple systems that provide Entra security, endpoint security, SIEM and email security, then trying to piece it together into something useful. It was slow, inconsistent, and didn't give them the visibility they needed.

As Jon explained, "The business has invested heavily in some really great tools... but what I was missing was the all up visibility of our security posture. We we're struggling to see whether we were deploying that software into the right places consistently, and whether they were configured to vendor best practice."

The lack of integration between tools made it difficult to understand coverage gaps, misconfigurations, and overall

effectiveness. When new cyber threats appeared in the media, the board wanted to know if Vital Energi was at risk and what could be done to reduce exposure. Without a centralised view, those questions were hard to answer quickly or confidently.

"Whenever a new attack is launched in the media, the board asks: are we susceptible to the same attack? And if so, what can we do to reduce our risk?" said Jon. "I didn't have a way to spot coverage gaps quickly and easily."

This challenge extended beyond internal reporting. Vital Energi's supply chain was starting to require more detailed security assurances. It was no longer enough to say they had ISO 27001 or Cyber Essentials Plus. They were being asked to complete detailed questionnaires about how they would defend against specific types of attacks. Demonstrating their security posture in a clear, auditable way was becoming essential for their customers.

Critical Success Factors

Integration with existing security tools without requiring new agents.

Real-time visibility into security coverage, gaps, and misconfigurations.

Ability to produce board-level and customer-facing reports to support accreditation and tenders.

The Solution

"I gave Jordan an overview of what I wanted to achieve. He brought Phil into the conversation, and one of the products he mentioned was Nagomi, it was nice to be pointed in the right direction."

- Jon Woan, IT Lead at Vital Energi.

Softcat worked closely with Vital Energi to understand their challenges and identify the right solution. After discussing the business's needs, Softcat introduced Jon to Nagomi, a security platform designed to work with existing tools and provide a unified view of security posture.

"I gave Jordan an overview of what I wanted to achieve. He brought Phil into the conversation, and one of the products he mentioned was Nagomi," said Jon. "It was nice to be pointed in the right direction."

Nagomi was new to Jon, but once he saw the demo, it was clear the platform could solve several of the problems they were facing. It integrated directly with their existing systems using API connections, pulling in data from CrowdStrike, Rapid7, Mimecast, Entra AD, and more. No new agents were needed, which was a key requirement.

"I'm not buying something else to then buy another piece of security software and roll it out. We have to do more with the tools we've already bought," Jon explained.

Once connected, Nagomi started delivering value almost immediately. Within 24 to 48 hours, dashboards were live, showing where tools were deployed, where gaps existed, and what needed fixing. The platform didn't just highlight issues - it prioritised them and provided recommended actions.

"Nagomi literally plugs into all the other systems we currently run... and presents it out in tangible, meaningful dashboards," said Jon. "It doesn't just tell you where there's a problem - it tells you what the problem is and what the recommended fix is."

Nagomi also helped Jon respond to board-level questions with confidence. The platform allowed him to run threat profiles against their environment, showing how well protected they were against specific adversary tactics. This made it easier to justify budget requests and demonstrate the value of their security investments.

"Being able to show that attack profile back to the board and say, we're really well protected in these areas, but less so in others - that's a nice justification to get more budget," Jon said.

And when it came to customer tenders, Nagomi gave Vital Energi the evidence they needed to prove their security credentials. The platform helped them respond to complex questionnaires and demonstrate their ability to defend against modern threats.

"Our supply chain is asking us deeper questions than ever before... being able to demonstrate that back to some of our high-profile clients is key, and Nagomi helps us do that," Jon added.

Solution Highlights

Agentless integration with existing security tools via API.

Real-time dashboards showing effectiveness, gaps, and recommended actions.

Threat-informed prioritisation aligned with adversary tactics.

The Benefits

“Nagomi answers so many of our problems. It shows me effectiveness, gaps, and progress - without the manual grind.”

Jon Woan,
IT Lead at Vital Energi.

Nagomi has made a significant impact at Vital Energi. The manual grind of collecting and reporting data is gone, replaced by automated insights that are easy to understand and act on. The IT team can now quickly identify misconfigured accounts, missing endpoint protection, and other vulnerabilities.

"Nagomi answers so many of our problems. It shows me effectiveness, gaps, and progress - without the manual grind," said Jon.

The platform has also strengthened Vital Energi's position with the board. Jon can now provide clear, data-backed answers to questions about risk and protection, helping to secure funding for further improvements.

From a commercial perspective, Nagomi has become a key asset. It enables Vital Energi to meet the evolving demands of their supply chain, proving their security posture in a way that builds trust and supports business growth.

The journey with Nagomi is ongoing. Vital Energi is working with their customer success manager to build a long-term programme focused on cyber hygiene and continuous improvement.

"We've just started on this journey with Nagomi, but it's something we'll continue to use for months and years to come," said Jon.

Benefits at a Glance

Time savings through automated reporting and reduced manual effort.

Enhanced visibility and prioritisation of security gaps.

Improved ability to support accreditation and win new business.

Why softcat

Vital Energi's relationship with Softcat spans nearly a decade and is built on trust, responsiveness, and strategic insight. From infrastructure projects to security advisory, Softcat has consistently delivered value.

"Softcat is an advisory partner I can bounce ideas off and formulate strategies with," said Jon. "You understand the business problem and proactively suggest solutions. I don't often see that in the market."

Softcat's vendor validation and market knowledge help Vital Energi make quickly and confidently, knowing they're moving informed decisions.

"You've already done a lot of the pre-work. That allows me to move quicker and bypass some of the tests I'd normally have to do," Jon added.

Whether it's data centre refreshes, Power BI reporting, or security strategy, Softcat continues to be Vital Energi's go-to partner.