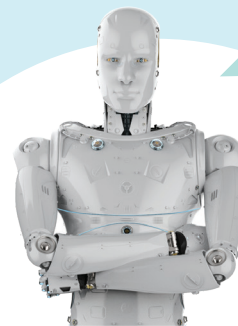# Global manufacturer and distributor of high pressure laminates

Company Profile

The customer is a global manufacturer and distributor of high pressure laminates and other engineered composite materials, used in furniture, office and retail space, countertops, worktops and other applications. The company is founded in 1956 with headquarters Temple, Texas, United States and has over 2500 users distributed globally.

Business Problem

› The customer was looking for 16x5 support service for their help desk, IT infrastructure and applications support related tickets

› They also wanted to reduce the service desk operational cost significantly.

› The customer had an old, basic ticketing system (Trackit) and wanted to upgrade to a SaaS based solution supporting global regions.

› The customer wanted a right tool for their workload automation as well as end-point (desktop, laptop) management.

Solution Offered

› We implemented a comprehensive service desk and remote infrastructure management (RIM) service (www.servicerize.com).

› ServiceRize service consisted of creative combination of ServiceRize L1-L2 support agents (RIM infrastructure - Desktop, server, network, end-user and applications support) and ServiceRize robots seamlessly delivering superior, seamless service

› The old help desk system was replaced with BMC RemedyForce solution including complete operational support of the platform. RemedyForce tool was implemented for North America and Europe regions.

› BMC Client Management (BCM) tool was implemented for end-point management (such as compliance, patch management etc.)

› BMC Control-M product was implemented for batch job automation.

› Effective governance framework was set through daily calls with the Customer team and weekly discussions on continuous service improvements
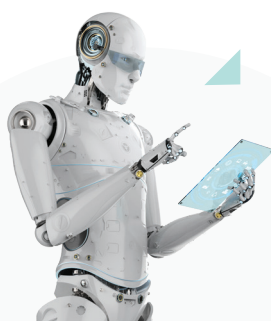
Benefits derived

- › The remote services (www.servicerize.com) helped the customer to focus on their core business and not worry about the day-to-day IT support challenges and managing the service desk platform.

- › Freed bandwidth of existing support staff to get involved in strategic initiatives

- › A modern, RemedyForce ITSM platform helped users to log service desk tickets with enhanced user experience.

- › Skilled, ITIL certified support staff to handle L2 level infrastructure management tickets

- › ServiceRize automation bots resolve repetitive tickets reducing burden on the support staff

3500
Tickets/Month

99%
SLA adherence

90%
TAT improved

98.5%
FCR improved

50%
Cost Reduction