

Client



Evonik



Evonik is a modern industrial group based in Germany with operations throughout the world in over 100 countries and the Evonik Group had around 41,000 employees. Their Chemicals, Energy and Real Estate Business Areas are systematically building on their position at the forefront of their markets. According to Evonik, they aim to participate in this growth and invest around €100 million a year in China. Evonik has a strong presence with 4,000 employees, 19 companies and 15 production locations in the Greater China region. And they generated consolidated sales of over €820 million, 85% of it comes from China. Evonik's main focus in the region is on chemicals. In addition, our Energy Business Area has been providing engineering services there for more than fifteen years, with a focus on reducing emissions and on improving efficiency and general environmental protection at coal-fired power plants.

Evonik has a strong presence geographically in the Greater China region. They have a large number of users with a very wide geographical distribution (in which Shanghai Xinzhuang and Caojing users are concentrated). Before using our customized solution, Evonik had put their network product and system neither under any entire nor partial protection. There were no maintenance or operation management to any outsourcing company (NetCraft calls it as a professional outsourcing). Due to the lack of a systematic management, Evonik faced a wide range of problems, including how to formulate a reasonable standard service process? How to record all of the services? How to have an efficient cost control? How to improve work efficiency? These entire problems boil down to one point that is the way to truly improve customer satisfaction. After realizing all these problems, NetCraft was commissioned to solve Evonik's problems. Through the professional outsourcing services provided by NetCraft, Evonik can manage national customers' need systematically. After understanding these difficulties, Evonik has commissioned the NetCraft service sector, hoping NetCraft can provide professional outsourcing services, systematically manage the national customer service needs, improve customer satisfaction, and to gradually improve its service management degree of specialization and to help Evonik on the cost of service to be more controllable and efficient.

In accordance with the problems Evonik faced on the user's technical support, NetCraft has helped Evonik to create a set of customized services solution, which includes a central management telephone support center (Call Center), coupled with the ITIL Service Management software for Evonik to have an unified management within offices located in four different cities in the Great China region and to have records and tracking on all services. Support Center also provides technical support through telephone, incidents management, problem management and change management. For the On-site services, we provided Evonik a team of immediate permanent engineers on Xinzhuang and Caojing, where there are the most users, so that they can solve customers technical problems more effectively and at the same time NetCraft has provided Evonik with a technical support team for the offices located in other areas to have onsite technical support and IT project implementation, greatly improved the quality of service and shorten response time.

In addition, Evonik has a large-scale in business in the Greater China region; therefore, they have a considerable interest in the management of the IT equipment. So then, NetCraft has provided an automated asset management system and it helps Evonik manage all their IT equipment effectively. It also bases on the ITIL standards to record all the relevant services of the equipment being in use in the usage cycle. In order to let the Evonik administrators to have an effective control in the status of the IT equipment in the company, service standards and customer satisfaction, etc, NetCraft provides Evonik with IT managers reports as well as the usage and analysis report on a regular basis, so that NetCraft's services can be effectively integrated into Evonik with its IT management standards.

According to the evaluation from the Evonik China Information Director William Tong, "NetCraft has been providing an immediate services for Evonik, from the service process design, team building and assessment, technical services, as well as reporting and so on, all these reflect how NetCraft meets customers' needs, understanding the IT service standards and programs, more importantly, it has combined with the daily management of IT departments and provides quality services to end users. It has also greatly enhanced customer satisfaction with limited resources and it also provided a great help with the company's IT resources. ■