

Client



Doosan China



Client Profile:

Doosan International was founded in 1896 in South Korea. In 1998, Doosan Group was formally established, through the introducing BG and BU operating mechanisms and integrating nine branch offices. Doosan consist of three broad categories under which the company has ISB companies, customers and other companies as well as business support companies. Doosan International's products and services ranging from power generation and water desalination and other industries to construction, engines, machine tools and agriculture. Doosan Group manufactures a variety of production materials and consumption materials, supplies domestic and international markets. According to an assets standard in South Korea, Doosan ranked No. 9 within large enterprises, with 19 branches and approximately 22,000 employees.

Client Needs:

In 2007, Doosan International acquired the world's largest small construction equipment manufacturer Bobcat. After restructuring the group in China has settled the office in Shanghai as the national headquarter, integrated management in Jiangsu, Guangzhou, Beijing and many other branches. Facing the rapid business development in China, the leadership in Doosan International hopes to solve the company's IT equipment service and needs by outsourcing. They especially focus on the national IT users on their daily call service management and national server and network technical support and so on.

NetCraft Solution:

Through communicating with the client's management and understanding the daily work process and users needs and distribution, NetCraft Services Manager has proposed a comprehensive service solution to Doosan. NetCraft presence technical staff for Doosan's Shanghai offices to provide live support for her Shanghai headquarter. This has greatly improved the user satisfaction and the stability of the IT equipment. NetCraft service center have also provided the hot line technical support to all branches of Doosan across the country. Our service center also provide the emergency visit on-site to solve the technical problems. This service model can provide high quality services in a economical and reliable ways. At the same time, we formulated a standard service procedure and an acceptable service level agreement to the users of Doosan. In order to meet the needs and enhance the services, we also provided guideline for the technical staff on their daily routine. In the network and key equipment, NetCraft technical center respond to provide a daily system monitoring service for Doosan to ensure a smooth network and equipment availability. Meanwhile, to strengthen the management of the branches effectively, NetCraft has to provide professional service on client reports and technical advice on a regular basis so that the Doosan management team can have a fully grasp the satisfaction of the user and the usage of the related IT equipment within the group. This has greatly enhanced the work efficiency and competitiveness.

The Effectiveness of the Solution:

After using NetCraft's technical outsourcing service, Doosan International showed a high satisfaction, especially on the coordination on service and there is a great improvement on the arrangements to satisfy users' needs in all branches. Through regular meetings with detail communication and professional advices lead to a better understanding and control of the company's IT equipment to the Doosan management team. At present, NetCraft provides the company a quarterly detail and professional inspection on their server room, provides technical reports and recommendations. And by reviewing the status of the IT equipment, we can reduce the failure and losses which has played an important role in the company's business development. ■