

Client



Evonik



Evonik Industries holds top positions in the Chemicals, Energy and Real Estate Business Areas. Evonik focuses on technology and quality leadership in attractive markets. Central to its strategy are long-lasting value creation and profitable growth. Evonik's main focus in the Greater China region is on chemicals. It has a total of 19 companies and 15 production sites with more than 4,000 employees in the Greater China Region

As an international company with global operations, Evonik China relies on its centralized service desk platform to support multiple users throughout its various locations. The issues Evonik China were facing:

1. Too many manual processes when creating tickets for users over the phone; however, there were no alerts, notifications or escalation capabilities that would help resolve these tickets in a timely fashion.
2. Most of other solutions reviewed were very costly.
3. In need of a system that would grow with the customer, rather than a product we would outgrow.
4. Evonik China supports more than 1000 staff members located in Shanghai Xinzhuang, MUSC site, Beijing Guangzhou and Hong Kong offices. Evonik China required a system to support these staff from one centralized location.
5. Customize a worth solution to meet the needs of its growing business in Greater China before the centralization from Head Quarter.

After evaluated a number of solutions in an effort to find the best product that could support help desk operations. After battle-testing these solutions, Netcraft selected Alloy Navigator from Alloy Software — a leading provider of service and asset management software solutions.

1. In terms of pricing, Alloy Navigator offered the best value and richest functionality.
2. Alloy Navigator was extremely simple to install and fully deployed within weeks. The product is currently running on a SQL 2005 database server with IIS installed for the Web portals.
3. Alloy Navigator is being used as the company's incident tracking system. Employees use the UHD to open a ticket. It is then automatically assigned to a technician based on a category to take ownership of the ticket and maintain responsibility for it until the issue is resolved.
4. By customizing Alloy Navigator, the system can be designed to build a rule to cover just about any imaginable circumstance
5. Alloy Navigator allows Evonik China to support their staff from one centralized location and to manage all aspects of IT support from help desk to level three issues, equipment rollout/maintenance, server support and much more.

One of the major benefits Alloy Navigator has delivered to the help desk operation of Evonik China by introducing Alloy Navigator are providing Evonik China the self-service capability of logging tickets themselves, allowing the entire organization to save time and money, and focus on its core business of publishing. Another benefits is Alloy Navigator make the service process more professional by apply the ITIL standards that is most common and professional standard of IT service industry in the world. Alloy Navigator also provides a powerful reporting system that allows Evonik China to monitor which users are logging tickets, specific reasons for them, and trend analysis of common issues. Alloy Navigator also provides a powerful reporting system that allows Evonik China to monitor which users are logging tickets, specific reasons for them, and trend analysis of common issues. Willa Zhang, Manager of the Help Desk Operation, mentioned that Alloy equips our team to handle the help desk tasks in more efficient ways and the automated process on ITIL standards have been a value-added benefit to a great product like Alloy Navigator. ■