

Case Study – Manufacturing Sector

“HelpLINE has improved the profit performance of our whole help-desk operation by allowing us to centralize our support services”

Client name	Energizer Holdings Inc
Type of business	Energizer Holdings is a consumer goods company operating globally in the broad categories of household and personal care products. With global headquarters in St. Louis and over 10,000 Associates in 140 countries, Energizer stands as the world's largest manufacturer of batteries and flashlights, dedicated to predicting and meeting the needs of the consumer.
The business challenge they faced	Energizer had been using HelpLINE for many years, for supporting the IT infrastructure in their US headquarters. Being a global organization, it was decided to merge the IT help-desk functions of the various geographic locations, allowing IT support to be delivered and managed centrally. Some of the smaller offices did not have sufficient expertise to resolve problems locally, and it was costly to bring in external contractors. This reorganisation would need an extra 40 analysts in the central IT department to support the additional regions.
The HelpLINE solution	The web interface in HelpLINE allows geographically dispersed users to access the system. Local help-desk operators in the various locations can now input the problem details, and then transfer them to support personnel in the central office for resolution. Training for the help-desk and support personnel on the new help-desk solution was provided in-house.
Primary HelpLINE functionality utilised	<ul style="list-style-type: none"> - Incident management - Notification - Import of user data - Automation facilities - Reporting
Key benefits	<p>HelpLINE was easy to customize to support how the new IT help-desk works.</p> <p>HelpLINE is easily integrated with other applications and business processes.</p> <p>The web interface means there is no installation required on the many client PCs. Upgrades are quick and easy.</p>
Comments	“We decided to stay with HelpLINE and expand our use of it because the web interface enabled us to roll-out our help-desk facility to other regions more efficiently. It has improved the profit performance of our whole help-desk operation by allowing us to centralize our support services. We have already rolled-out to the Asia/Pacific region and plan to include the South American region at some time in the future.”
Name/function	Ken Grobe, Project Manager Andrea Ciarrocci, IS Training Coordinator