

## Katoen Natie saves costs with 24/7 helpdesk

In order to improve the efficiency of its helpdesk and PC users, Katoen Natie asked Econocom to install HEAT, the IT Service Management software from HEAT Software. This enables Katoen Natie to monitor, prevent and process IT problems and requests better, which will lead to big cost-savings.



### COMPANY

**Name:** Katoen Natie

**Location:** Antwerp

Industry: logistics

website: [www.katoennatie.com](http://www.katoennatie.com)

### SOLUTION

HEAT® Service Management on-premise

### BENEFITS

- Quick resolution of tickets
- Increased productivity / time-saving
- Cost-saving
- Integration with IP telephony
- Built-in priorities
- Reporting
- Fewer tickets thanks to self-service and knowledge base



### ABOUT KATOEN NATIE

Katoen Natie is an international organisation that provides customer-focused logistics solutions to multinationals in the chemical, automobile, retail and consumer goods industries. With its head office in Antwerp, Katoen Natie has 85 branches in 22 countries worldwide. It employs 11,000 people, including 3,000 in Belgium.

“We will definitely save costs as a result of there being fewer helpdesk interventions,” says Frank Brugge, ICT Manager for Katoen Natie. “We can prevent incidents or resolve them faster because we work more efficiently and because intelligent reports provide insights into the most common problems. Productivity improves, both for the helpdesk and the end users themselves, because we have fewer problems to resolve. When you look at it globally, it’s an enormous cost saving. This is of course a longer term project. It could take up to two years before everything is finalised internationally. This requires an investment of time and resources, but the huge benefits it brings made it a very easy decision.”

### Integration met telephony

The Katoen Natie helpdesk currently processes around 400 tickets every week from 1,400 PC users all over Europe. The branches outside Europe will also start using the system eventually, increasing the number of users to around 2,000. The central helpdesk supports everything IT-related. With HEAT Software HEAT, Katoen Natie can see exactly how many tickets are coming in, which wasn’t possible before. PC users can decide if they want to contact the helpdesk through the web portal or by telephone. Integration with the telephone exchange through HEAT Voice, the IP-based softphone technology, means telephone numbers are recognised so HEAT automatically creates a ticket with the right information about the caller, and this saves a lot of time. In contrast to what happened before, all telephone calls are now registered automatically and all tickets are collected together in the helpdesk overview.

“There are fewer tickets, partly thanks to the self-service portal that we developed with HEAT.”

Frank Brugge, ICT Manager

### Fewer tickets thanks to self-service and knowledge base.

“It’s already clear that there are fewer tickets,” explains Frank Brugge. “This is partly thanks to the self-service portal that we developed with HEAT. PC users can search for solutions for the most common problems. One of HEAT Software HEAT’s strong points is the fact that the software offers lots of extra possibilities, such as this knowledge base, integration with telephony and reporting.”

The web portal knowledge base is used by both PC users and helpdesk employees alike. This gives end users who create tickets online an automatic suggestion for how to resolve their questions or problems. The separate helpdesk knowledge base contains even more scenarios for resolving the most common problems. “This means our technical people don’t have to keep reinventing the wheel,” says Frank Brugge.

### SLAs in line with priorities

The tickets received by the helpdesk deal with both IT problems (incidents) and requests, for example to buy IT equipment or install software. Every ticket is now given a specific priority, and all these priorities are linked to SLAs which determine how quickly the ticket has to be processed. This means the most urgent problems are always prioritised. “This is much more efficient than it used to be,” declares Frank Brugge. “End users used to have to stay on the line while they were helped directly, even for non-urgent problems. Now they sometimes need a bit more patience if their problem or request doesn’t have the highest priority, and it will take a short while to get used to this new way of working. But of course they also benefit from being able to count on fast intervention in the event of any serious problems.”



The Katoen Natie helpdesk works with a tool developed internally, which wasn’t suitable for a ticket system and only registered reports. This led the logistics provider to think about a better approach. They then opted to work with ready-made software instead of developing something themselves. “When selecting the most suitable technology, we opted for HEAT from HEAT Software because it had more extensive functions. The licences were also more affordable than the alternative,” says Frank Brugge.

“The central helpdesk in Moldavia will take care of first line support, with employees in Antwerp providing second line support.”

Frank Brugge, ICT Manager

### Custom modifications

Partner Econocom had to start the project from scratch. “Econocom organised workshops, advised us and designed the package to meet our specific wishes,” explains Frank Brugge. “Then followed the installation, testing and training for the helpdesk staff and managers. We started using the ticket system in June 2013, but then Econocom still had to take care of the integration with HEAT Voice, which was relatively technically complex. Everything is working properly now and we’re planning to continue our collaboration with Econocom. We’re certainly going to expand our reporting possibilities further. We also want to ask Econocom to install other HEAT modules alongside Incident Management and Voice, such as Change Management and Release Management.”

### Helpdesk moves to Moldavia

Before these extra modules are added, Katoen Natie first wants to move its helpdesk to Moldavia. “We’re currently working with the ‘follow the sun’ principle,” explains Frank Brugge. “The four helpdesk workers in Antwerp hand over to Houston in the evenings before another employee in Singapore takes over. This isn’t optimal, partly because employees abroad also have other tasks alongside the helpdesk. That’s why we decided to start a helpdesk in Moldavia where 10 people will be available around the clock. They will take care of the first line support, with the employees in Antwerp providing the second line support, developing procedures and drawing up documents for the knowledge base. We’ll roll HEAT out worldwide when this 24/7 helpdesk is fully up and running. This won’t be so difficult because each branch operates using the central server in our data centre in Antwerp. The built-in HEAT knowledge base will be very useful for starting the helpdesk in Moldavia. It means our new employees will require less training.”

### HEAT Software USA Inc.

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