

» FLSmidth A/S

Service **Worldwide**



**FLSMIDTH**

## FLSmidth A/S

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## Customer profile

FLSmidth is a global company with a local presence in more than 40 countries and major project centres in Denmark, the USA and India. Over the past 126 years, FLSmidth has developed a business culture based on three basic values; competence, responsibility and cooperation, reflecting the way in which they interact with partners. The Group's in-house resources are primarily engineers who develop, design, install and support equipment, with most of the manufacturing being delegated to sub-suppliers.



## Initial situation

The entire FLSmidth group employs upwards of 5,600 staff and over 4,000 IT users in more than 15 countries across four continents are supported by FLSmidth Global-IT, requiring daily support both for the many PC applications they use and the central business systems installed at the group's central data centre in Copenhagen, which these users are linked to via the Group's WAN. Previously, users received their IT support locally. Then the company decided to merge it all into a single centre in India with a central service desk.

In addition, parts of the IT infrastructure of FLSmidth had been outsourced. The largest cement plant manufacturer had decided to take control of their infrastructure by themselves and installed a central service desk solution to be used by employees worldwide.

Relocation to India has been a boon and forms the background of the decision to base IT support for the Danish and local Indian IT users in the city of Chennai (formerly Madras) in south-east India. Here, 45 staff now support the group's IT users, supplemented, however, by a local staff in each country to solve those IT problems requiring an on-site presence.

## Implementation

The core tool in the service centre is a Remedy Service Management solution supplied by MATERNA. Remedy has been used there for several years because operation of the entire centre was outsourced to a Danish IT provider already using the solution. The IT centre is now under group control with MATERNA as new provider.

Remedy stood out in several ways: Firstly, thanks to its well-documented ability to function in such a global set-up as FLSmidth has, that is, with a data centre in Copenhagen, a service desk in India and users worldwide, and secondly, because the implementation costs for the MATERNA solution were markedly lower. Finally, they already used BMC software for server monitoring and could see a number of integration possibilities with Remedy.

All IT service requests from the users – who may use telephone, email, fax or the internet to report a problem – are received, registered and prioritised by the service desk in India. If the problem can be solved from here, it is. But if it cannot be solved there, it is passed on to the local IT operations staff.

## Advantages

- Control of current support issues and orders by a central system
- Coordination of various support teams
- Effective solution of problem
- Comprehensive reporting
- Monitoring of service level agreements
- Identification of most frequent or damaging faults and problems
- 24/7 service