infraon

How Infraon helped Eternis Fine Chemicals Ltd. deploy a cutting-edge ITSM module

Challenges

- Delay in approval and reviews due to email-based processes
- Inability to track service progress
- Issues escalation due to SLA breach
- Lack of customer SLA compliance analytics
- No visibility in identifying the root cause of issues
- No proper workload distribution among the support agents
- Asset management issues - no tracking of AMC/renewals, software licenses, and asset expenses

Why Infraon?

- Omni-channel ticket creation with email-to-incident option
- Automated workflows for multi-department approvals
- Self-service portal with mobile app accessibility
- Analytics-based dashboards for agent load visibility
- Multi-profile SLA management
- Automatic ticket allocation and load distribution
- Detailed insights on individual tickets, SLA compliance, and agent performance
- Asset life cycle management with cost properties

Results

- 25% - 50% higher customer satisfaction
- 50% - 75% higher agent productivity
- 25% - 50% reduction in annual IT spend
- 25% - 50% increased compliance

About the client

Eternis is India's largest exporter of aroma chemicals and one of the world's top ten producers, having achieved significant growth in less than thirty years. Operating as a privately held and professionally managed entity, Eternis has a turnover of US$ 225 million. It is part of the Mariwala Group alongside Marico Limited, a prominent consumer products company with revenues of about US$650 million. Originally established as HPFL in 1988, Eternis began by manufacturing specialty chemicals before strategically shifting its focus exclusively to aroma chemicals.

The need

Firstly, the client required an ITSM module that could automate customer ticket creation that was previously handled manually, which led to delays in approvals and reviews. An automated solution was the need of the jour to enhance the tracking of service progress and prevent issues from escalating due to breaches in SLAs.

Then, analytical tools were needed to measure customer SLA compliance and gain insights into the root causes of issues for intelligent problem resolution. There was also a need for a clear understanding of resolution times and better workload distribution among support agents to optimize team productivity.

Furthermore, the client was looking to improve their asset management capabilities, including the tracking of AMCs, software licenses, and asset expenses, to ensure better resource management and cost optimization.

Solution

The client implemented Infraon ITSM to synchronize their operations and improve service delivery. It came with omni-channel ticket creation capabilities, including an email-to-incident option, which reduced the time and effort required to log issues. Automated workflows also helped drive multi-department approvals.

A self-service portal, accessible via a mobile app, was established to empower users to resolve common issues, reducing the IT staff dependency. It also offered an analytics-based dashboard to provide clear visibility of agent workloads. This was complemented by multi-profile SLA management and automatic ticket allocation and load distribution.

Furthermore, detailed insights on individual tickets, SLA compliance, and agent performance were made available through Infraon ITSM. Knowledgebase articles were also integrated into the customer self-service portal, offering users easy access to information that could help them solve problems without assistance.

Finally, Infraon ITSM came integrated with asset lifecycle management capabilities to track and manage the costs/status of assets. Bulk asset onboarding for IT and fixed assets was streamlined, making it easier to add/configure new assets. Compliance and audit reports were also automated, simplifying the process of adhering to regulatory demands.

Benefits

- 25% - 50% higher customer satisfaction due to enhanced service speed and accessibility
- 50% - 75% higher agent productivity with automated ITSM workflows
- 25% - 50% reduction in annual IT spend - thanks to resource and cost optimization
- 25% - 50% increased compliance with enhanced tracking and reporting capabilities