



Zamil Supports Rapid Business Expansion with Remedy

Key Benefits

- User satisfaction improved 60 percent
- Guaranteed support across a one-working-day timeframe
- Employees can contact the service center from any office worldwide

Business Profile

Zamil Industrial Investment Company (ZIIC) is a leading industrial organization operating across the Middle Eastern region, Africa, Asia, Europe, North America and Australia. ZIIC exports products to more than 70 countries through a network of dedicated sales offices, agents, distributors and builders, including newly opened steel factories in Vietnam and Egypt, and air conditioning factories in Austria and Italy.

Industry

Industrial Operations and Investment

Geography

Middle East

Remedy Solutions

- Remedy Help Desk
- Action Request System®

Remedy Partner

Moammer Information Systems (MIS)

Customer's Advice

- Align IT to your business requirements
- Understand your future plans
- The purpose of a Help Desk is not to bring about an instant improvement in productivity, but to enable IT to decide the next steps to bring about improvement in IT support

“Remedy has been proven to be one of the best help desk systems in the world, offering total integration with the rest of the business. We didn’t feel any other system could give us that.”

– Zaki Sabbagh, Chief Information and Technology Officer, Zamil Industrial Investment Company

Zamil Industrial Investment Company (ZIIC) is one of the leading industrial organizations operating across the Middle Eastern region, Africa, Asia, Europe, North America, and Australia. ZIIC has expanded its operations globally, exporting its products to more than 70 countries through a network of dedicated sales offices, agents, distributors, and builders. This dynamic approach has also resulted in the opening of steel factories in Vietnam and Egypt, in addition to the acquisition of specialized air conditioning factories in Austria and Italy.

Headquartered in Dammam, Saudi Arabia, with service offices located strategically around the Kingdom and neighboring Gulf States, ZIIC’s major products include pre-engineered steel buildings, structural steel products, telecommunication and power transmission towers, open web joists and steel deckings, all types of air conditioning systems for various applications, and architectural glass processing. ZIIC has embarked upon an ambitious growth path by expanding its production base and products and investing heavily in research and development.

Across ZIIC, the quest for excellence is a never-ending process. The three manufacturing sectors are fully focused on ensuring customer satisfaction through quality products and efficient service. It is this same commitment to excellence that drives ZIIC to invest in state-of-the-art technologies. This becomes evident in the implementation of its own ZIIC Remedy Help Desk solution, delivered by Remedy partner, Moammer Information Systems (MIS).

Operations Consolidation

In early 2002, ZIIC’s business constituted three separate industrial sectors—Zamil Glass Industries, Zamil Steel Industries, and Zamil Air Conditioners—whose main operations were located in one region.

As part of its commitment to a shared services model, the ZIIC board decided to consolidate operations across the companies, with IT leading the way.

As Zaki Sabbagh, chief information and technology officer, explains, “At the time, we were running three separate IT departments, all of which had their own distinct technology solutions—different networks, different servers, different applications. At the time, there was no help desk in place. The only way our employees could raise a query or notify us that there was problem was to email or telephone our support staff.”

Taking Support to a New Level

Once the decision was made to introduce a shared services model, the standardization and consolidation of resources justified the implementation of a Remedy Help Desk solution, which was to serve as the lynchpin for raising support to the highest level. A new department, named “Help Desk and Support Technologies,” was established within the consolidated IT division under Sabbagh and was given full responsibility for dealing with all of the support and change requests coming in to the help desk.

Zamil’s overall strategy consisted of two key objectives—business consolidation and information technology consolidation. The IT infrastructure consisted of having a centralized IT building, centralized data center, a single IT organization, and help desk model. “We started to implement that plan in May 2002,” recalls Sabbagh. “We went through an exhaustive evaluation process before choosing Remedy Help Desk.”

What most influenced ZIIC’s decision to select Remedy was the high level of commitment to Remedy’s help desk solution within the world’s

About Remedy Solutions

Remedy Help Desk provides time-proven best practices, including ITIL compatibility and the experience of thousands of customers, while providing the foundation for a truly integrated service desk solution that delivers asset tracking, change tasking, and SLA tools.

Action Request System

is the premiere application platform and development environment for Service Management applications, offering on-the-fly customization, intuitive integration, and rapid deployment.

About Moammar Information Systems (MIS)

Al Moammar Information Systems (MIS) is a Saudi owned and managed company. It has its headquarters in Riyadh and branches in Jeddah & Khobar. Today, MIS, after 20 years of steady growth, is a well-known and reputable organisation with a structure of 75 engineers and technicians and a total staff of 120 employees and has an installed base of more than 100 satisfied customers including 10 large turnkey projects. MIS is aimed at a long-term relationship with its customers.

Remedy Headquarters

2350 Bayshore Parkway
Mountain View, CA 94043 USA

Tel: 650.903.5200
Fax: 650.903.9001
www.remedy.com

largest oil producing company. Zamil visited the site to see their Remedy operation in action, and was deeply impressed.

Remedy Help Desk Provides the Solution

The mission of the Help Desk and Support Technologies department was to act as the primary point of contact for end users seeking assistance for a variety of needs, from software problems to hardware repair, documentation to training.

“Everything now is channeled through the help desk,” says Sabbagh. “Now with Remedy Help Desk, we can benchmark our response time and our time to resolution. Follow up, training, and tracking are all built in to the solution. We have history and our productivity is improved greatly.”

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With Remedy Help Desk, ZIIC’s employees can make initial contact with the help desk from anywhere within the company, either through one extension, by email, or across the Web. Issues raised are logged within Remedy, then automatically sent to first level support—technical and functional—and then, according to complexity, escalated to the project managers and IT management as second level support.

Nine months after implementation, Sabbagh reports that the company can now see the success of introducing Remedy to the business. “It is working fine, people are using it efficiently and we are benchmarking our activities and measuring performance. We have a more efficient way of reviewing our actions and are better able to identify our performance and support, and therefore our satisfaction rates. We can give answers to any issue raised. We are in a position to decide what we have to do next to empower our IT organization and to improve its operations.”

One of the real benefits of implementing Remedy was that the application meets 90 percent of ZIIC’s requirements out of the box. “Additional customization was very simple and fast,” adds Sabbagh.

MIS, the Remedy partner that carried out the implementation alongside the ZIIC project team, was also responsible for the initial training on the Remedy Help Desk system. Sabbagh’s team was then able to carry that training forward across the rest of the business.

Zamil selected MIS to help with the implementation because MIS is a well-known and reputable organization. MIS has an installed base of more than 100 customers, including 10 large turnkey projects. Its reputation, along with that of Remedy as the help desk solution of choice, was key to convincing ZIIC that this was the combination to best meet its needs. “MIS were very supportive throughout,” says Sabbagh.

Results Measured

“This installation went extremely smoothly. We were able to integrate Remedy with the HR (human resources) system, which allowed us to create a profile for all new employees as they join the company. The first time they call the help desk, they provide their employee number and are automatically integrated into the system via Remedy. It is very simple and works effortlessly. The next step will be to integrate Remedy with the Oracle inventory to control and log our hardware assets.”

In terms of return on investment, Sabbagh says that although there are no actual figures yet, they are imminent. “The cost of implementation was not that high and the impact on our IT was very positive, automating our processes and making them very much task oriented. “We are now able to see where our business is at any time against our benchmarking criteria. We can tell management that we can guarantee support across a one-working-day timeframe, which is something we were not able to offer before we had Remedy.”

Future Plans

ZIIC and MIS are exploring ways in which the company can take greater advantage of the workflow functionality in Remedy’s highly flexible Action Request System® (AR System®) to minimize the number of servers and platforms across the business. “Technically, as a multi-organizational business, it is possible for each and every division of the company to share all of our resources—such as platform, server and data centre, for example—rather than duplicating the process, thereby aligning IT with the business requirement. This will enable us to minimize our operational costs and, at the same time, introduce new services across a totally distributed and secure system, bringing major benefits to the business for the future.”