

Mondi: Coming full circle and providing International Support with Numara FootPrints!

Having outgrown their current internal support system software, Mondi Packaging, Europe's largest supplier of office paper apted for the flexibility of Numara's FootPrints.

Business Driver

The need to have a single central repository to manage and prioritise workload with a distributed workforce.

Industry Sector

Manufacturing (packaging paper production).

Why Numara Software?

100 percent Web based, user friendly interface, customisable templates.

Business Benefits

Visibility and control. Numara FootPrints provides comprehensive reports on request to show how SLA's are being met and how problems and incidents are being resolved.

Background

Mondi is a global paper and packaging group founded in South Africa in 1967. Its key operations and interests are in Western Europe, Emerging Europe and South Africa. It is principally involved in the manufacture of packaging paper, converted packaging products (including corrugated packaging, industrial bags and speciality packaging products) and uncoated fine paper.

Mondi is integrated across the paper and packaging production process from the growing of wood for pulp production and the manufacture of pulp to paper, to the conversion of packaging papers into corrugated packaging and industrial bags. It also has a growing speciality packaging business focused on the production release of liner, extrusion coating and consumer flexibles products.

Mondi has production operations in 113 locations across 35 countries and approximately 33,000 employees. In 2006 it had revenues of €5.75 billion.

An interesting twist

The UK is home to the headquarters of Mondi plc, 10 of the company's production sites and Aylesford Newsprint, the organisation's newsprint joint venture company. Mondi plc is headquartered in Addlestone, Surrey.

The Corrugated Division has around 450 PC users supported by a small IT team. Prior to deploying



Numara FootPrints is incredibly scalable, flexible and customisable so we know it will support us as we grow and our business evolves.



Numara FootPrints 8, Mondi had taken the business decision to develop an internal home grown support system because of the diversity and complexity of its needs. There was also a policy within the organisation to develop and manage its own software rather than buy-in packaged products, which might prove difficult to customise and change. In an interesting twist, this bespoke internal system had actually been introduced to replace an older version of the market leading service desk solution, Numara FootPrints, which the company had previously been managing the support infrastructure on since early 2000.

Coming full circle

For a few years, Mondi grappled with its own internal support system. However, over time, the bespoke home-grown service desk was proving difficult to scale, was time consuming to manage and, as the reporting functionality wasn't as detailed as it needed to be, performance against service levels was becoming impossible to measure. As management of the in-house system became too resource intensive, in September 2007 the decision was taken to buy in a new service desk solution and immediately the company went back to Numara Software for advice.

Chris Watson, UK IT Manager at Mondi explains:

"As early adopters of Numara FootPrints, Mondi originally licensed the software for our UK operation only, which was a much smaller concern back in 2000.

The solution met our requirements extremely well but as our business continued to evolve, the decision was taken to design a bespoke 'in-house' solution - working to the same basic principles as those offered by Numara FootPrints. Over time as the company has grown, the demands have changed. For example, our support team covers a number of sites and often we are working remotely, so visibility of service levels to the business has become critical."

Phase one complete

With an increasing number of sites requiring support, and no dedicated full time person, Mondi ultimately needed a central repository to manage and prioritise workload, which Numara FootPrints offered at the highest level.

In a relatively short space of time, the contract with Numara Software was signed and sealed and the software was duly rolled out across the UK Corrugated Division of Mondi during January 2008.

Given the user friendly interface of the system, and as a result of his previous experience with the software, Numara FootPrints 8 was installed personally by Chris Watson. Set up to run exactly as he required, Watson needed minimal assistance from Numara Software's Professional Services Team and implementation proved to be quick and painless. Watson continues:

"When rolling out a new service desk solution, there are inevitably challenges to overcome, but with Numara FootPrints these were minor. Today the software supports approximately 450 PC users in the UK and we are now in the process of evaluating and rolling it out to other territories such as Germany, France, Italy, Austria, Poland and Turkey.

"Numara FootPrints is an entirely web based solution that delivers a distributed or virtual support desk offering, providing the team with the required visibility to be able to see how the business is being serviced overall and then manage or escalate enquiries quickly. With a virtual IT team in place, working across many sites, finding this element in the software was critical to the procurement process."

Finding the perfect match

Additionally, to Mondi's delight, the features of Numara FootPrints perfectly complemented the existing internal IT structure of the company. And with all future system maintenance being managed by Numara, the internal IT team is now free to focus solely on supporting the business and meeting agreed service levels rather than maintaining the service desk system.

Today every single IT request comes through the service desk function, removing ad-hoc support calls and corridor conversations that are impossible to track and report against. Chris Watson continues:

"From printer changes to re-setting passwords, IT requests for new users to bugs in software and change requests to current systems, everything the IT team does is now captured, benchmarked and reported against.



"In support, visibility is key, so being able to provide detailed reports to the management team and upon request to show how SLA's are being met and demonstrate how problems and incidents are being resolved, is invaluable.

We are now meeting our SLAs, thanks to Numara FootPrints and we have increased operational efficiencies and overall we have improved the level of control across the business. I would recommend Numara FootPrints to anyone who is looking for a comprehensive, yet easy to manage service desk solution."

Chris Watson
UK IT Manager
Mondi Packaging



About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.