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SHOPPING: ENTERPRISE APP STORE

SHOPPING SAVES SYNGENTA $1.7M EVERY YEAR

Syngenta uses self-service portal to handle 3700 requests a month, saving the company $148,000 a month in helpdesk calls, equivalent to $1,776,000 annually

syngenta

Challenge

Syngenta has more than 250 applications across the business, some licensed, and some written by in-house developers. It needed an automated process (including approval) whereby desk-based and mobile workers could select the applications they need, and be able to download them straightaway without involving highly experienced technical administrators to handle simple requests for software.

Solution

Using Shopping, desk-based and mobile workers at Syngenta could visit an online portal to find the software they need to use, order it and then download it straight to the desktop in one simple process, without involving the IT helpdesk. Shopping puts users in the driving seat by enabling them to get the software they need, when they need it.

Business benefits

• Saves an average of $40 per software request

• Reduced time for users to download and use software

• Very positive feedback from users.

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Decentralized IT Administration, Empowered Local Service Management

About Syngenta

Syngenta has 27,000 employees spread out across 150 sites in 90 countries dedicated to bringing plant potential to life. Through world-class science, global reach and commitment to its customers, Syngenta helps to increase crop productivity, protect the environment and improve health and quality of life.

Syngenta initially developed its Shopping-based portal in an effort to reduce the number of software requests being handled by its central administration team. "Our teams were handling on average around 3,700 requests a month," says Brooks Truitt, Syngenta Global Service Delivery Manager. "We calculated that each request was costing us an average of $40 saved per request, so now we are saving approximately $148,000 per month, which comes to $1,776,000 per year. "

> **"By leveraging System Center Configuration Manager in conjunction with 1E's Shopping, we have greatly streamlined our software delivery process and are saving $1,776,000 per year."**
> **Brooks Truitt, Syngenta Global Service Delivery Manager**

"Where sign-off is necessary, Shopping automatically generates approval requests to Site Service Managers or department heads," says Truitt. "Before we implemented Shopping, users had to make direct requests to the helpdesk team, who would arrange to have the software approved and then installed. It was effectively a manual process."

Syngenta only has a handful of globally-managed applications. Most software is specific to the needs of the divisions, teams or locations using it, but Site Service Managers looking after their sites still had to make requests to the central IT team to make new applications available to their users via Shopping.

"For example, our Seeds division uses different applications to those used in our Crop Protection division," says Truitt, "Each service manager had to send a request to the central IT team every time they wanted to make a new software available to users."

"As those requests were being actioned centrally, it could mean a two- or three-day delay before it was made available for users to download locally. It was incredibly frustrating for all." By allowing the service managers to decide for themselves which applications would be published to their users, Syngenta has enabled faster and better decision making, making the business more agile, and helped users by making it easier for them to request the software. "We've had a lot of very positive feedback from the site service managers and from users since the change," adds Truitt.

About 1E

1E's suite of disruptive IT operations management tools save billions, solve problems and simplify the management of large, complex IT environments – in record time. Designed with a singular focus to help drive down costs, 1E's solutions include tools for IT asset management, Windows systems management and BYOPC.

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