



Shopping from 1E helps Syngenta save over \$1.7m every year by implementing on-demand user self-service

Syngenta is one of the world's leading companies, with more than 25,000 employees spread out across 150 sites in over 90 countries dedicated to one purpose: bringing plant potential to life. Through world-class science, global reach and commitment to their customers Syngenta helps to increase crop productivity, protect the environment and improve health and quality of life.

Background

Syngenta initially developed its Shopping-based portal, in conjunction with 1E in an effort to reduce the number of software requests being handled by their central administration team.

“Our teams were handling on average around 3,700 requests a month,” says Brooks Truitt, Syngenta global Service Delivery Manager at the time. “We calculated that each request was costing us between \$30 and \$50 to handle, so there were significant savings to be made by allowing our users to search for, order and then receive the applications they needed by themselves. In fact, with an average of \$40 saved per request, we’re saving approximately \$148,000 per month, which comes to about \$1,776,000 per year.”

Syngenta has around 250 applications across their business, some of which are licensed and some of which were specifically written by in-house developers. Shopping allows desk-based and mobile workers to 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.

“Where sign-off is necessary, for example for third-party licensed software, 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 then arrange to have the software approved and then installed. It was effectively a manual process.” By leveraging SCCM in conjunction with 1E’s Shopping, we have greatly streamlined our software delivery process.”

Syngenta was, in effect, using highly experienced technical administrators to handle simple requests for software, instead of focusing on 2nd and 3rd level support issues and strategic

Solutions Overview



Objectives

As one of its seven strategic goals, Syngenta is targeting annualized operational efficiency savings of \$290 million by 2011.

Solution Summary

- Shopping was initially installed in 2004 to drive user self-selection and on-demand install of applications, but has recently been extended to decentralize IT administration to give local service managers autonomy in the publishing of new applications to their sites and the ability to create custom approval processes for their sites.

Key Benefits

- Shopping now handles around 3,700 user requests every month for software downloads, saving Syngenta \$1.7m every year.



projects, which was proving to be both costly and inefficient. "It was like asking master mechanics to change the oil on a car," recalls Truitt.

When Syngenta introduced their latest global Vista Client called Aurora, they included the Shopping Tool's link on the Vista Start Menu with every client to make it easier for their users to find and shop for the applications they need. "The Shopping Tool has become an integral part of our global 'core client' and our global Software Delivery system".

"And now Shopping is a part of the culture here at Syngenta. All our users are well versed in using the platform to request and download new applications and we've seen big savings. All those thousands of requests are now handled by the Shopping platform, saving us a significant amount of both time and money," he adds.

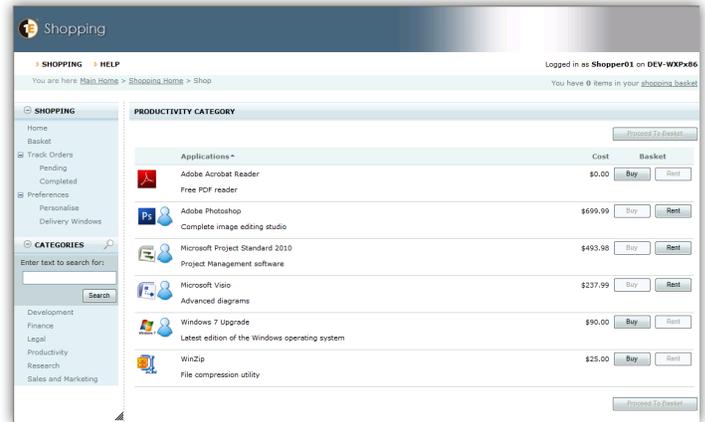
Decentralizing Administration

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.

"Our Seeds division uses a number of different applications than our Crop Protection division," says Truitt, "but each service manager would have to make a request to the central IT team every time they wanted to make a new piece of software available to their users."

"But because those requests were being actioned centrally, that sometimes meant a two or three day delay before the software was made available for users to download locally. It was incredibly frustrating for the service managers and for their users."

Syngenta wanted to empower local service managers with more autonomy and local ownership of decision making, so that they could service their site users better. By allowing them to decide for themselves which applications would be published to their users, Syngenta has enabled faster and better decisions making, making their business more agile, and helped



their users by making it easier for them to request the software they need to do their jobs.

"The central IT team still has overall control, but now local administrators can decide what applications their teams need and add them to the portal themselves, so there are no longer any delays," says Truitt. "And they can define local sign-off procedures and processes, which better fit their management and users."

"We've had a lot of very positive feedback from the site service managers and from users since the change," adds Truitt.

The Future

Syngenta and 1E will continue to work closely together on the development of the Shopping solution. By deploying additional features, like multi-language support, deeper integration with third party tools and application rental features, Syngenta hopes to further reduce the cost of both software licenses and administration.

"We want to start using Shopping in conjunction with Microsoft Configuration Manager Metering to support our new Software Asset Management initiative," say Truitt, "so we can make sure that the software being downloaded by our users is actually being used so we can make more efficient use of the licenses we have."

1E – Empowering Efficient IT

We believe every one of our customers should expect more from their IT. Founded in 1997, 1E pioneered advanced PC power management with the release of ground-breaking solutions like NightWatchman® and WakeUp™. That innovative approach has continued with the development of revolutionary concepts like Useful Work™, Drowsy Server® and Computer Health™ as part of a unique range of industry-leading solutions. Headquartered in London and New York and with 14 million licenses deployed world-wide, over 1100 organisations in 42 countries have trusted us to help them to work effectively, productively and sustainably. To date, we have helped our customers save in excess of \$530m in energy costs alone, cutting CO2 emissions by 4.3 million tons. We have many imitators, but there is only one 1E.

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