



# Katoen Natie saves costs with 24/7 helpdesk



KATOEN NATIE

*Katoen Natie wanted to improve the efficiency of its helpdesk and PC users*

*Econocom set up IT Management Software HEAT to monitor, prevent, process IT problems and requests better.*



- Quick resolution of tickets
- Integration with IP telephony
- Reporting
- Fewer tickets thanks to self-service and knowledge base
- Service level agreements in line with priorities

*"There are fewer tickets, partly thanks to the self-service portal that we developed with HEAT"*  
Frank Brugge – ICT Manager



Implementation of IT Service Management tool  
for **11 000 employees in 85  
branches and 22 countries**

Increased **productivity** and time  
saving