



## MNC Help and Service Desk Case Study

How a wholly owned subsidiary of a MNC (Multi-National Corporation) was able to **satisfy corporate guidelines, increase customer satisfaction, reduce costs significantly** and become an evangelist for Wavity's revolutionary zero-code Help and Service Desk Solutions.



### Background

A major Japanese MNC which has hundreds of subsidiaries maintains a list of approved IT applications for the subsidiaries to use. One of the subsidiaries was using an approved Help and Service Desk application but users were not happy with the application, it cost too much and was extremely slow to adapt to changing business processes.

### The Catch

The subsidiary needed a Help and Service Desk Solution that would address current problems but one that could satisfy corporate guidelines especially as it related to security and compliance and quickly adapt to changing business needs.

### Customer Quote

Using Wavity's Zero-code Help and Service Desk Solution we were able to demonstrate Enterprise grade functional and non-functional features to our parent company. Most importantly we were able to offer a solution that greatly increased user satisfaction. Significant cost savings were a bonus. We are now proposing that the Wavity solution be added to the catalog of approved Corporate IT applications.



# Wavity Solution

Wavity's solution was able to address the needs of the MNC subsidiary as well as the needs of Users, Business and IT teams.



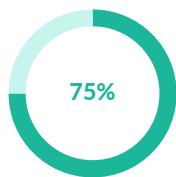
The following Wavity products were used in delivering the solution:

Wavity Platform – Help and Service Desk Solution

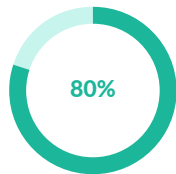
Wavity Application Designer

Wavity wBots

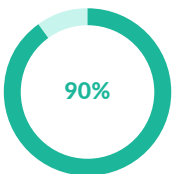
## The Results



75% decrease in IT costs



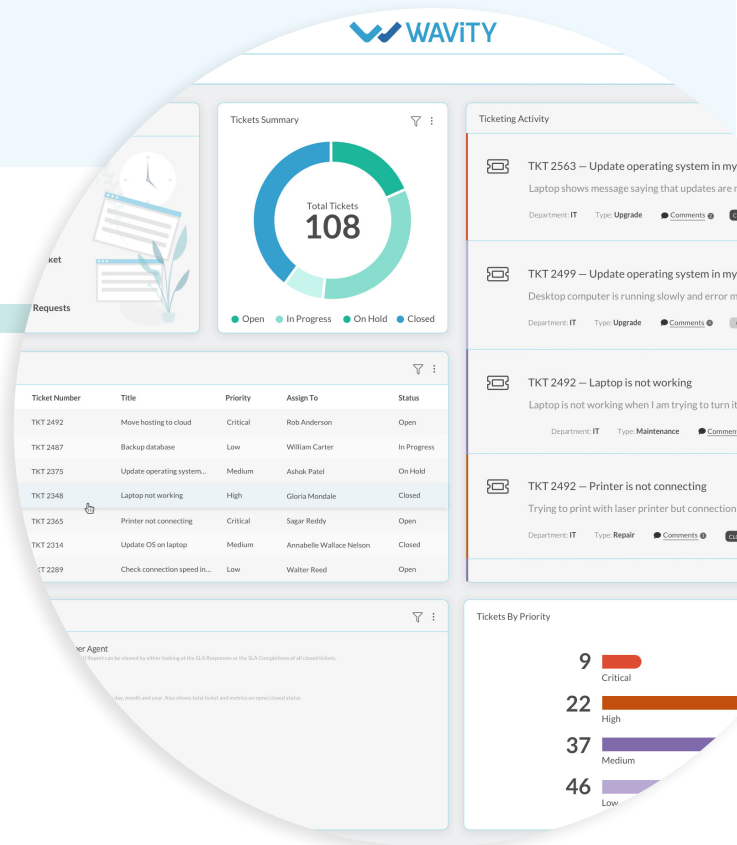
80% increase in customer satisfaction



90% reduction in time to address changes in business processes



100% Compliance to Corporate guidelines



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