Coats PLC Uses Cireson to Successfully Support Users in Over 150 Locations

With a rich heritage dating back to the 1750s, Coats is the world’s leading industrial thread and consumer textile crafts business, at home in more than 70 countries, employing over 20,000 people across six continents. Coats’ IT department retains over 280 workers, supporting about 7,000 users in 150+ locations. It also manages about 6,500 devices, shared by the end users. About 97% of Coats’ infrastructure is Windows based.

<table>
<thead>
<tr>
<th>UNITED KINGDOM COUNTRY</th>
<th>MANUFACTURING INDUSTRY</th>
<th>BUSINESS MANAGEMENT SOLUTION</th>
<th>280</th>
<th>HOME-GROWN SOLUTION FORMER SOLUTION</th>
</tr>
</thead>
</table>

**Increased Productivity with Extra Innovative Features**
Cireson apps also offered solutions to the issues the team didn’t anticipate. The elimination of manual coding, and many other embedded workflow features from Cireson made the Coats IT team more productive and efficient.

**Enhanced Efficiency with Two-Way Communication**
Cireson’s **Advanced Send Email** app enables the IT team to directly communicate with the end users about the status of their requests. The two-way communication channel increases satisfaction with the work of the IT department.

**Eliminated Manual Tasks with Built in Automation**
Cireson solutions offer built-in workflows to save time with every click of a button. Most manual tasks are either completely eliminated, or hugely minimized. Each solution keeps data synchronized and updated in real time.
Despite Coats’ considerable size and multiple locations, the company didn’t have a help desk solution that was consistent across all business units. Previously, Coats had 11 different help desk systems on a variety of home grown and packaged platforms. Part of the globalization and strategy to drive service excellence was to introduce a single global IT service desk/ portal, based on ITIL principles.

When the IT department started researching professional help desk solutions, it had one basic requirement for the product – it had to be Windows-based. Supporting over 7,000 users in multiple locations, they didn’t want the hassle of dealing with incompatible systems. “We wanted a solution to complement our existing environment, something that could work out-of-the-box,” said Atul Khetarpal, Head of Finance and HR IT.

They quickly decided on Microsoft’s System Center Service Manager. Coats came across Cireson solutions while looking for an expert consultant to help them modify and deploy Service Manager. The team was quickly convinced, once they realized the apps from Cireson integrate natively with the platform and provide the navigation features, as well as more automation options not available in Service Manager.

Not only did they decide to deploy Cireson solutions, they also hired Cireson’s consultants to help with the deployment and initial testing of both solutions.

The joint deployment of Service Manager and Cireson’s Business Management Solution took close to six months. According to Atul Khetarpal, “Cireson’s team was very knowledgeable, with a great attitude.” Considering the size of Coats, the deployment took some effort from Coat’s IT department, but it was still able to continue supporting its end users during the transitional period.

When a company deploys Service Manager for the first time it takes time to learn the various features. Coats’ IT team did spend time training the users, however since Service Manager was deployed together with Cireson solutions, most of the training was quick and seamless.

The My Active Work Items app now enables each member of the Coats IT team to do their daily work from a single interface. The time-saving app keeps each team member organized by prioritizing daily tasks and updating the status of each item in real time.

Since Coats’ IT team is quite large, the company has analysts responsible for various types of incidents. Coats uses Cireson Notify Analyst to easily assign and transfer specialized requests between analysts and groups of analysts best suited to resolve a particular problem.

Another automation solution used by Coats to assign service requests to the right analysts is Group Assign. With the solution, the analysts are automatically tied to the right groups, eliminating the need for manual work, which saves time and money.