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Artologik®
SOFTWARE FOR THE WEB



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ABB (Asea Brown Boveri) is a worldwide concern operating mainly in the power and automation technology areas with 112 000 employees in 100 countries. Within ABB Sweden, Artologik HelpDesk is used to handle personnel related questions. Ann Axelsson Hasselberg is head of the HR Direct section which handles ABB's personnel-related questions and issues.

"We have received lots of positive feedback from our users who feel that it has become easier to reach the personnel department as they no longer need to know exactly who to contact - now there is just one e-mail address and one phone number for the entire department."

Need for a Ticket Handling System

At their largest Swedish site in Västerås, ABB have 4 500 employees, generating a large number of personnel related questions on a daily basis. An internal survey concluded that the system for dealing with personnel advice needed reorganisation, both to rationalise resource use and also to simplify access to such advice for all employees. A central service was created, which gave rise to the need for a ticket handling system.

"Within ABB we have been working with finding new ways of becoming responsive to our employees and giving a high level of service in the personnel department. This system helps us to be in control of all tickets at all times, as we can always see the progress of tickets. We give much better service and we can take care of tickets even if one of the team is off sick or on holiday."

Better Use of Resources

ABB have noticed many advantages since they started using Artologik HelpDesk. They can now directly see and analyse how many personnel related tickets enter the system, and to which type of questions they relate. On the basis of this analysis, resources can be directed to where they are needed, and areas where the information flow needs improving can be targeted.

"To have a ticket handling system allows us to always keep track of each question, so that they are not lost in personal e-mail inboxes as so easily happened before."

User Friendliness Important

Artologik HelpDesk is web based like the other programs in the Artologik series, and is developed with a focus on ease of use, a point very important for ABB when choosing the software. "Artologik HelpDesk is a user-friendly system which has allowed us to build our own structure for our own ticket types very easily."

Communication between ABB and Artisan has been excellent. "Throughout the process we have had a very useful dialogue around the different issues, and even though at ABB we are not IT specialists, Artisan have helped us to find a solution which works for us. They have shown very good comprehension of our needs in adapting the software to our lines of work."

HelpDesk Reliability

With as many users as ABB has, the system's dependability and rapid error fixing are of great importance. "When we have been in contact with Artisan for support we have always been well received and they have really shown that they care about us as customers. It is very important for us not only to have a reliable program but also that should the system go down we have rapid support assistance, and Artisan has promised us that!"



ARTISAN OF THE DAY

PER CARLSSON: A SALESMAN WITH SAX APPEAL!



What do you do at Artisan?

I am a Sales Executive to the Nordic market, which means I answer incoming orders, call customers, write quotes and answer all kinds of questions regarding our programs.

What do you like most about your job?

The contact with customers - that together with the customer I can unravel their demand, work out exactly what it involves, and then find a solution for them. In addition to that, we are a great team here at Artisan and laughter is never far away.

What do you do when not working at Artisan?

There is a lot of music in my life. I play the saxophone in two big bands. Also, one of my old cover bands is making a comeback for a gig after many years' break. In the summer I am trying to renovate an old holiday home. I also like art, design and photography.

SNIPPETS *snippet: noun* 1. a tiny piece or part

In 2009, we continue with our ambition to spread the Artologik series around the world. For this we have two new sales managers with a focus on the international market: Jane Davis, who will mainly be responsible for French and English speaking clients, and Linda Braunias, who will be working with the German speaking market.

In addition to this, we are also taking our first steps into the Spanish speaking world, with our popular support software Artologik HelpDesk now also

available in Spanish. We are eager to see what the future brings in this sector.

We have also recently launched a new and redesigned artologik.com website. Our hope is that it is now even easier to find the information you are looking for, and that you will regularly visit the site!

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 **ARTISAN GLOBAL MEDIA**

Vidéum, SE-351 96 Växjö, Sweden.

Phone: +46(0)470 77 85 80 Fax: +46(0)470 820 20

info@artisan.se www.artisan.se

info@artologik.com www.artologik.com