

Syngenta Avoids 15,000 IT Service Desk Incidents per Year with Upland RightAnswers

Syngenta uses Upland RightAnswers to provide employees and IT support staff with fast answers to a wide range of technology questions. With RightAnswers, Syngenta has avoided 15,000 IT service-desk requests per year while increasing employee productivity.



Searching for new ways to maintain employee productivity

Helping to safely feed the world while taking care of the planet is no small undertaking. Syngenta employs 28,000 people in more than 90 countries to work toward that goal by enabling farmers around the world to make better use of limited agricultural resources.

The company is focused on agriculture, but it relies on computer technology for a wide range of functions—from enterprise communications to cutting-edge research and development. And as it is with almost every large company, employees sometimes encounter new technologies, systems, or issues that require assistance. Whether they have to reset a password or figure out how to use newly installed software, employees need answers quickly so they can stay productive.

Gaining responsive IT support with ServiceNow and Upland RightAnswers

Syngenta's internal IT leaders learned about Upland RightAnswers knowledge management after switching the company's outsourced IT service to ServiceNow—an Upland partner. Through ServiceNow, the Syngenta team implemented RightAnswers to give outsourced agents

“With RightAnswers knowledge management, Syngenta employees have fast and easy access to support information when they need it, so they are able to stay focused on our company goals.”

—Andrea O'Brien, Knowledge Manager, Syngenta



Syngenta is a leading agriculture company that strives to improve global food security by enabling farmers to make better use of available resources. By creating The Good Growth Plan, the company has set specific, tangible goals to increase agriculture sustainability.

Industry: Agriculture

Location: Switzerland

Website: www.syngenta.com

Challenge

Enhance productivity and enable employees to stay focused on company goals by rapidly resolving their technical issues.

Solution

Implement knowledge management that provides fast answers to IT questions. Convert old documents into accessible articles, and enable employees to create new articles.

Why Upland RightAnswers

With RightAnswers, Syngenta can turn old information into usable articles and tap into prewritten RightAnswers Knowledge-Paks®.

Results

- Avoided 15,000 IT service-desk requests per year
- Increased employee productivity
- Accelerated onboarding for new IT support staff
- Provided information to 28,000 people in more than 10 languages

fast access to knowledge articles and give employees direct access to information. By selecting RightAnswers Knowledge-Paks, which offer 90,000 prewritten articles, Syngenta was able to provide immediate access to information while Upland authoring services converted thousands of old documents to new articles.

Reducing support tickets and improving productivity

By providing an easy-to-use, self-help option to employees, RightAnswers has helped Syngenta avoid approximately 15,000 service-desk requests during the first year. In addition to finding fast answers to questions, employees can discover tips and tricks that allow them to make better use of their technology tools. Easier access to information has boosted productivity and increased worker satisfaction.

Accelerating the onboarding process

RightAnswers has also helped dramatically reduce the training period for new support agents. They no longer have to learn every company-specific answer to provide excellent service to Syngenta employees. Instead, they can simply learn how to use RightAnswers and then quickly find the information they need when they receive a request.

Extending RightAnswers to finance and HR

One year after implementing RightAnswers for IT support, Syngenta extended knowledge management to HR and finance groups. Now, HR and finance team members can easily locate information they need to support other employees. Meanwhile, all employees can find the IT, HR, and finance information that is relevant to them.



Expanding knowledge with new articles

An Upland team helped train Syngenta groups on how to publish new knowledge articles. Today a variety of internal teams are publishing more than 300 new articles every month. Through RightAnswers, the latest and greatest information is available to all 28,000 Syngenta employees in more than 10 different languages.

For more information on Upland RightAnswers, visit:

<https://uplandsoftware.com/rightanswers/>



About Upland

Upland Software [NASDAQ: UPLD] is a leading provider of cloud-based Enterprise Work Management software. Our family of applications enables users to manage their projects, professional workforce and IT investments; automate document-intensive business processes; and effectively engage with their customers, prospects and community via the web and mobile technologies. With more than 2,500 customers and over 250,000 users around the world, Upland Software solutions help customers run their operations smoothly, adapt to change quickly, and achieve better results every day.