

Lamb Weston

The highest quality potatoes deserve the highest quality IT.

Introduction

Lamb Weston, a global leader in manufacturing innovative frozen potatoes, appetizers and vegetable products, is a \$3 billion company based in the U.S. They have operations in more than 100 countries to meet the broad demand of their products all over the world.

Challenge

Operating in many locations means dealing with divergent business etiquette and cultures. Teams in various countries operate at a different pace

and in different time zone, which makes it difficult to keep the standardized support across the region. They needed technical expertise on the ground in APAC to execute against their global IT standards. As a result, they once again partnered with QTS to support global expansion and increased manufacturing while ensuring that their APAC sites are compliant.

Among other critical projects, they also worked with QTS to upgrade their CRM capabilities through the deployment of Salesforce.

"I have nothing but good things to say. Every part of my experiences for both this project and the other projects I've worked on with them have been extremely good."



Overall Solution

Conduct an overall IT audit of the site:

- User PC Information
- Network Information
 - Network Topology
 - Speed Tests
- Server Information
 - File Server & Back-up Information
- Firewall, Switches, Access Points, Routers Information
 - MDF & IDF Documentation
 - UPS Information
- Local User Training Documentation
- System OS Installation & Configuration
- Office Layout/Blueprint

Customized monthly and weekly visits:

- QTS routine check: Production related applications, File server system, back-up jobs, specific-client application status and condition of all IT equipment. Troubleshoot if needed.
- Specific user problems check: Email, virus, hardware, software, WiFi and applications settings.
- Cleanliness and arrangement of IT equipment, server room devices, cables and wiring.
- Proper escalation of issues to the related teams based on client protocol.
- Monthly customer service reports with service analysis on IT issues noted, resolved, pending and escalated.



Overall Results



Streamlined work processes and improved workflow with a simpler, cost-effective IT model



Overall security and network availability were improved which led to an increase in productivity



Enabled users to have IT issues resolved faster with 24/7 on-call engineers



Monthly service analysis has highlighted recurring IT issues that were resolved with an upgrade or change in supplier

Salesforce Solution

- Identify users in the China office who require Salesforce. Collect and document the business requirements of the local users and communicate these to global IT.
- Schedule meetings with the global IT team to discuss information collected.
- Assist in creating and translating training documentations for Salesforce local users.
- Proper escalation of issues to the related teams based on client protocol.
- Training and Documentations prepared
 - Change management
 - Salesforce user training including the mobile application
 - Assist in creating and translating end-user documentation to be used by local users
 - Salesforce training for Lamb Weston business processes
- Coordinate with local management and global IT in scheduling onsite training for local users. Local users are to be trained in batches.
- Provide post deployment support--including hyper care (60 days) support after implementation.
- To provide resources that speak Mandarin and English and are available in the local time zone.
- To provide ongoing support to local users if they have any concerns or questions.





Salesforce Results



Successful Salesforce training to end users with the training documentations in both English and Chinese



Prepared the related project documentation and ensured that all parties were aware of the project status and that the project was done on time



Developed an ongoing support model for future questions and issues of local end users

“Any time I’m working in APAC on any project, I would go to them first for any of our needs.”

What is QTS Global All About?

QTS Global is an American IT company based in Asia Pacific for over a decade with a mission to vanquish needless IT suffering wherever our clients operate in APAC.

We serve every imaginable industry including manufacturing, logistics, services (law firms, architecture, consulting) food & beverage, software, gaming, hospitality & leisure and educational institutions.

We're about providing innovative support models customized and aligned to client requirements at the global level, spanning the entire enterprise.



We're about localizing support according to the client's market requirements and ensuring that local teams are supported wherever they work, and wherever they go.

And we're about resisting the status quo—rejecting questionable agendas in the name of building valuable, long-term and sustainable relationships with our clients.

The result? QTS has helped companies decrease fixed overhead costs by as much as 75% and increase productivity by 100%.

And, in the end, that's what it's all about.

A Note From QTS Global




The ability to operate at the level of multinational corporations calls for partners that operate with the same set of core principles to have a smooth and harmonious relationship.

Efficient, interoperable, cost-effective with integrity, QTS has been a committed partner.


Let's Connect

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