

ITtelligent **SPEEDS**  
INFORMATION  
**FLOW** BETWEEN  
SWAGELOK service centres



# SMARTCARE™

Unlimited onsite, remote and phone IT support.



**ITtelligent**  
CONSULTING SERVICES

Case study

# SWAGELOK IS A THOUGHT LEADER IN THE INDUSTRIAL SECTOR, AND ESPECIALLY AMONG THE COMPANIES THAT RELY ON ITS FLUID SYSTEM SOLUTIONS AND TECHNICAL EXPERTISE

Swagelok provides its manufactured components and support to many companies in the oil and gas, semiconductor, chemical and power industries.

## SWAGELOK



The company's valves and fittings have flown through space with NASA's Apollo IX lunar mission. Swagelok components helped make it possible for the U.S. Navy-owned research sub Alvin to safely explore the ocean at 6,000 feet below sea level. Swagelok fittings were even part of NASA's Viking 1 mission to Mars!

Swagelok's corporate structure is as carefully designed as its products. The company headquarters are located in America, but it has more than 200 authorised sales and service centres around the world – including Australia and New Zealand. These service centres help provide a smooth flow of Swagelok products and expertise to local Swagelok customers. The company calls this business model "One Swagelok" – a model that ensures that the company headquarters, shop and service centres work together with smooth efficiency.

But the growth of Swagelok's service centres in Eastern Australia and New Zealand resulted in IT problems that challenged that unity. Peter Darby explains:

*"We experienced a range of IT challenges with our former system. We had a number of different protocols, operating systems and platforms across our business. We had also outgrown our IT support model. One of the main hindrances in our previous situation was a lack of timely and comprehensive IT support. The inconsistencies in our systems meant that issues became harder to troubleshoot and we could not obtain the level of support we required as our company grew."*

# SWAGELOK CALLED IN ITTELLIGENT TO PROVIDE ITS SMARTCARE™ IT SUPPORT FOR THE SERVICE CENTRES IN EASTERN AUSTRALIA, AS WELL AS NEW ZEALAND

ITtelligent gave the Eastern Australia and New Zealand Swagelok service centres unlimited IT support, 24/7 monitoring, and a 5-minute response guarantee.

It also gave them an important new ability. Previously, the centres had only been able to replicate files overnight between sites, but ITtelligent designed a solution that now allows them to replicate files between the offices in real time, nationally and internationally. Darby explains: “One of the challenges we face as an organisation is creating a consistent message across all of our locations in Eastern Australia and New Zealand. Being able to replicate important files between locations ensures that everyone is working with up-to-date and correct information. This has proven especially important for controlled documents in our quality system.”

Darby sums up the change this way: “ITtelligent’s SmartCare has taken away a lot of the worry and hassle surrounding how we use information technology in our company. We are confident that our systems are now reliable and well supported. This allows us to focus on what we do best – being a world class supplier of fluid system solutions.”

**“ ITtelligent’s SMARTCARE™ service promised virtually unlimited remote support for a monthly fee with no contracts. We knew that without a contract, they would have to perform in order to keep our business. ”**

Peter Darby  
SWAGELOK EASTERN AUSTRALIA



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