



**U.S. Manufacturer Reduces ITSM TCO  
Significantly with 100% Employee Adoption**  
New solution adopted by 100% of employees in 3 months



## Customer

Milliken & Company is a 155-year-old diversified industrial manufacturer headquartered in Spartanburg, S.C. The company serves various industries from over 40 manufacturing sites, including healthcare, transportation, building and infrastructure, hospitality, industrial manufacturing, architecture and design, and specialty chemicals.

## Executive summary

With IT support critical to ongoing operations during Covid-19, rapidly scaling up support to remote workers was essential. Milliken implemented a new integrated IT service management (ITSM) and IT asset management (ITAM) solution to better enable digital transformation initiatives and ensure business continuity.

By partnering with Symphony SummitAI, Milliken delivered an integrated global solution across its support centers in 13 countries with a 100% employee adoption rate. The intuitive UI and UX, self-service features and automation helped Milliken enhance customer experience significantly. Not just that, they also brought down the Total Cost of Ownership (TCO) drastically.

*“Symphony SummitAI’s solution is easy-to-use, easy-to-deploy, and has excellent UI and UX. It has highly advanced features, enables self-service, AI, and Automation capabilities. Symphony SummitAI has been a great team to partner with because, being an AI-company, they shared our vision of a clear roadmap with investment in new AI features and use cases.”*



**Nigel West**  
I.S. Director,  
Milliken & Company

## The Challenge - Modernizing global IT support capabilities

Milliken's 7,000 employees work globally, so even the smallest technology outage can cause a considerable impact. IT support is critical in ensuring that business operations run smoothly and successfully. For which, robust processes and a well-adopted ITSM and ITAM solutions are foundational.

The need to improve collaboration and customer experience is a vital aspect of the Milliken digital transformation journey. As part of this, the team's internal analysis recognized that its existing, separate solutions for ITSM and ITAM were no longer viable.

The Milliken team was looking for an integrated ITSM-ITAM solution that provided better self-service, automation, and knowledge-handling capabilities, while also supporting asset life cycle management. And the answer was - Symphony SummitAI.



*"We were looking for a single solution with both asset and service management capabilities that would allow us to address our current challenges and also allow for future operations as we scale up and mature."*

**Clayton Houchins, Senior Business Analyst, Milliken & Company**

## The Outcome - Symphony SummitAI

After assessing numerous products and analyzing leading industry firms such as Gartner, Milliken selected Symphony SummitAI as its technology partner.

*"Gartner feedback was certainly a factor in us determining Symphony SummitAI. As was TCO."*

**Clayton Houchins,  
Senior Business  
Analyst, Milliken  
& Company**

At a business level, the new partnership has enabled Milliken to:

- **Lower TCO** – there was a significant reduction in costs for software operations and vendor support, and investing in a consolidated, scalable solution that will grow with the business.
- **Improve user experience and satisfaction** – the customer satisfaction score improved significantly post-deployment of SummitAI.
- **Enable better business continuity** – it was made possible through streamlined processes, automation, improved collaboration, and the ability to achieve digital transformation.

### At an asset management level, Milliken can now:

- **Increase the visibility of asset life cycle** – better knowledge about the whereabouts of the assets and their usage and optimizing value delivery resulted in enhancing visibility into the asset life cycle.
- **Optimize and better control the costs of its asset portfolio** – the ability to identify and address opportunities quickly helped reduce asset-based ‘wastage’.
- **Improve efficiency** – greater insight and automation across the full asset life cycle, from procurement to disposal, and ITSM data access positively impacted efficiency.

### At a service management level, Milliken can now:

- **Increase user engagement with self-service** – the product’s intuitive user interface and the ability to better support knowledge curation and delivery helped users engage in self-service.
- **Improve IT support operations** – automation, self-help, and an intuitive knowledge base for both IT support staff and the employees they serve resulted in seamless IT operations.
- **Better future planning** – insight into the product’s detailed roadmap made future planning for ITSM growth easy.

*“Milliken & Company uses 600+ rules to simplify its incident management processes.”*

### Resulting in:

- Faster incident creation
- Less errors
- Reduction in response time
- Faster resolutions



*“Symphony SummitAI delivers a very good employee experience, and the productivity is superior to our previous solution.”*

**Clayton Houchins, Senior Business Analyst, Milliken & Company**

*“Symphony SummitAI has a strong focus on collaboration and efficiency and they’ve helped us formalize our processes and be able to use automation where possible.”*

*Clayton Houchins, Senior Business Analyst, Milliken & Company*

*We had high expectations for a new toolset, and we’ve really challenged Symphony SummitAI on occasion, to which they’ve responded well and have been great to work with.”*

*Nigel West - I.S. Director, Milliken & Company*

## Next Steps – The future benefits that AI offers

By partnering with Symphony SummitAI, Milliken has been able to meet its challenges and provide the business with an effective, combined ITSM-ITAM toolset. Now safely on its digital transformation journey, the company expects to benefit from Symphony SummitAI’s product roadmap and the ability to further improve IT operations and business outcomes using AI.

### Watch the complete case study



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