



## Arrow Electronics Achieves Major Support and Network Management Advances with PeopleSoft CRM HelpDesk

### The Customer

Headquartered in Melville, New York, Arrow Electronics is the world's largest distributor of electronic components and computer products, with 1999 sales of \$9.3 billion. Arrow supplies semiconductors, computer peripherals, passive components, and interconnect products as a supply channel partner to more than 600 suppliers and 175,000 computer manufacturers and commercial customers worldwide. The company has 19 distribution centers in 42 countries and 225 sales facilities.

### Computing Environment

- Hardware: IBM RS/6000
- Database: Oracle 8.2

### Implementation Partners

Pretzel Logic Software

### PeopleSoft Products

PeopleSoft CRM HelpDesk

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When you're running a help desk serving 7,000 users, it's tough to maintain ticket sheets by hand and rely on a small homegrown application and the storage repositories within the brains of even the best support personnel. Arrow Electronics knew they had to evolve when they found their help desk in precisely this stage in 1998. After evaluating the best products on the market and testing two of them, Arrow chose PeopleSoft CRM HelpDesk running on an IBM RS/6000 enterprise server to create a highly automated, multi-channel help desk that encompasses asset management, network management, and help desk management functions.

### Demand-Driven Expansion

To describe giant electronics distributor Arrow Electronics' help desk as a busy place is an understatement. "In 2000 alone, we dealt with four major viruses," says Igor Tsalyuk, PeopleSoft CRM Administrator at Arrow. "By the end of the year, we resolved about 85,000 trouble tickets."

Back in 1998, the company was moving from legacy mainframe systems to distributed applications running on IBM AIX and other platforms. The proliferation of applications for finance, human resources, sales, administration, and other functions grew into the hundreds.

The company conducted a formal requirements analysis and process design. A request for information was then sent to five leading vendors of enterprise help desk applications. After evaluating the responses, this list was narrowed to two, PeopleSoft's CRM HelpDesk and Remedy Help Desk. To accurately assess the strengths of these products, Arrow installed both of them and 35 Arrow help desk staff conducted an alpha test, alternating between use of both products in their actual support activities.

"We then did a survey among the 35 people to see what they thought, and 80 percent voted for PeopleSoft," says Frank Moura of Pretzel Logic Software, the systems integrator chosen by Arrow to implement PeopleSoft. "The user interface is much more Windows like. People liked it a lot better than the other one because it's much easier to use and intuitive."

### The Best-of-Breed Help Desk

In the late 1990s, best-of-breed help desk products had evolved to become powerful and multifaceted operational tools for large and mid-sized companies. As Arrow

Electronics became a more diversified computing environment, IT staff there realized that the Web self service, automated workflow and escalation process features of PeopleSoft CRM HelpDesk offered major new efficiencies to their environment.

#### Help for Massive PC Rollout

Another important feature of PeopleSoft CRM HelpDesk put to use right away at Arrow Electronics was asset management. Soon after installing the product on a powerful IBM RS/6000 enterprise server running IBM AIX, the “Cadillac” of UNIX operating systems, in early 1999, Arrow began planning for a rollout of 7,000 PCs to employees. A Web interface was designed using VanWeb that allowed Arrow management staff, third party integrators, and system builders to enter, view, and manage key asset information on the installed components and software. For example, Arrow management would enter standard software information that was used by the builder to configure new systems, and this was subsequently used by the integrator to assign and deploy the machine to employees. The information also was integrated into the PeopleSoft CRM database in real-time, available for revision with any future adds, moves, and changes.

#### Enhanced Support

In addition to the Web self service available to help desk users, another feature of the PeopleSoft system at Arrow Electronics is access to a database of 12,000 common technical issues that users are likely to need help with. These include everything from email problems to the features of application query tools. The PeopleSoft CRM system allows help desk staff to search by key word to find resolutions to problems.

“As we buy new companies, we’re adding common problems and their resolution to the database from the additional applications we’re inheriting,” says Tsalyuk.

Nearly 300 people at Arrow Electronics were trained on the PeopleSoft CRM HelpDesk system. The power users—35 PeopleSoft CRM HelpDesk users and 25 second level support personnel—have come to rely on the PeopleSoft system as they field thousands of calls from North America, Europe, and Asia. The installation of PeopleSoft CRM has allowed the Arrow help desk to scale its operations to efficiently serve the growing number of technology users.

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“We are now looking at implementing PeopleSoft CRM with LDAP [light-weight directory access protocol], which would further streamline the access to and integration of employee address information. Our processes have become much more efficient and formalized in the past year and a half. Before, support was provided inconsistently. The help desk and level two support personnel were overwhelmed. Today, we are efficiently helping our users, while also tapping the PeopleSoft CRM features for managing our operations and tracking all of the hardware and software we’re responsible for supporting.”

**Igor Tsalyuk**  
PeopleSoft CRM Administrator  
Arrow Electronics