

Puleng automates Sasol's IT service requests

Johannesburg-based Puleng Technologies provides automation solutions, systems management and infrastructure while serving Central and Southern Africa. Puleng's business development director Steve James tells ITweb that that service delivery automation is one of the most pressing priorities for Puleng's customers.



Recently Puleng helped South Africa's leading fuel provider Sasol to address this problem. With approximately 34 000 employees, Sasol operates in 38 countries in Africa, Europe, Asia, and the Americas. The company is also commercialising its gas-to-liquids and coal-to-liquids technology internationally.

In order to help Sasol improve its technology services delivery, Puleng worked with Sasol Group Information Management (IM) General Manager Heather Fuller and her team. "Operational excellence is one of four corporate imperatives," says Fuller, whose department provides technology services to about 28 000 end-users around the world. An area where greater operational efficiency was badly needed, she says, was handling requests for technology services from end-users.

According to ITweb, Puleng implemented a workplace portal which made it easy for users to locate and order the services they need. "The automated service request management process not only streamlines ordering, but it also makes it virtually mistake-proof, so users get the right services faster," says Puleng service management architect René Pretorius. Puleng reports that the automation of service requests will provide the scalability to support the company's aggressive growth plans. "We feel confident that we can keep pace with our company's global expansion," says Fuller, "and Sasol users anywhere in the world will have fast service to the workplace technologies they need to be successful."

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