



Pfizer, a worldwide leader in the pharmaceutical industry, chooses Global e-line for the optimization of its internal Help Desk

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Pfizer GRPD wished to implement an enhanced solution in order to optimize its internal Help Desk thus allowing the management of its data-processing equipment and the management of user requests.

The required solution had to propose a reliable and very innovative tool allowing particularly:

- to take into account specificities of the service (rules of escalation and incidents processing, workflow, etc.),
- a solution to be quickly implemented for user appropriation,
- a high availability,
- a traceability of the data and the materials,
- a top level of reliability.

The solution Global e-line was integrated into Pfizer's intranet that becomes accessible to the employees all over the world. Using a specific form by type of request, Global e-line adapted quickly to Pfizer's incidents processing. As a result, the users manage the application requests just like a traditional internal helpdesk. Moreover, the software manages also any requests such as support, trouble tickets, equipments, appliances, account openings, staff changes or audit procedures.

The solution Global e-line allows as mission critical software hundreds of Pfizer's internal help desk users to optimize the running of their data-processing resources.

About Pfizer PGRD

Pfizer Global Research & Development (PGRD) is Pfizer Inc.'s Discovery and Development center, one of the finest pharmaceutical research institutions in the world. PGRD manages the global development of more than 300 innovating solutions to major health problems. The pre-clinical research centre based in Amboise France since 1970 provides support to toxicological and exploratory studies.

The largest national and European companies, as well as the most innovative SMEs, use Global e-line:

- * BANCO LEONARDO
- * CENTRES HOSPITALIERS
- * CREDIT AGRICOLE
- * EADS
- * EDUCATION NATIONALE
- * FRANCE TELECOM - ORANGE
- * HEWLETT-PACKARD
- * WARNER MUSIC
- * SAINT-GOBAIN
- * SOFINCO
- * SYNDICATS INTER HOSPITALIERS...
- * THALES GROUP
- * TUPPERWARE

About BusinessLine

BusinessLine is the European provider of the full web software package Global e-line, dedicated to Customer Service and Support Services. The Global e-line solution enables companies to optimise the quality of their helpdesk services and customer relationships. Fully integrated, flexible, evolutive, and adapted to quality programs, Global e-line contributes to keeping the IT, telecom and industrial infrastructures operational, in order to reach the highest level of satisfaction for both internal and external users. [Read the whole story](#)

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