

# TATE & LYLE: IMPROVING DIGITAL EMPLOYEE EXPERIENCE

*"My team think Aternity is fantastic, it has been a gamechanger for them and is the first tool they login to each day. It has transformed the way we work and how IT is perceived as a department throughout Tate & Lyle."*

**Brett Edwards, Global IT User Adoption Manager, Tate & Lyle**

## ABOUT TATE & LYLE

Tate & Lyle are a global leader in ingredient solutions for healthier food and beverages, headquartered in the UK. They have been operating for over 160 years and now have 3,700 employees working across Europe, Asia, and North America.

Xeretec first started working with Tate & Lyle in 2015 by providing them with a managed print solution. The relationship that was built over this project, allowed Xeretec to become a reliable and trusted partner. As a result, when Xeretec expanded their expertise and portfolio, so did the conversations with Brett and his team.

Xeretec now support Tate & Lyle with an end user experience solution called Alluvio Aternity.



*"Xeretec are a fantastic partner who we can rely on to guide us through multiple solutions that could fit our requirements. Working with Xeretec is simply an extension to my global team"*

*- Brett Edwards, Global IT User Adoption Manager, Tate & Lyle*

## DRIVERS FOR CHANGE

- The desire to improve digital employee experience across all global users
- The ability to measure actual end-user experience, remotely, proactively, and non-invasively
- For the IT department to gain end-to end visibility, monitoring, and management of all systems & licencing
- To reduce the manual workload for the lean IT team supporting the whole business
- To improve remote IT support for hybrid and field workers

## SOLUTION

**Aternity**<sup>™</sup>

### Alluvio Aternity

An end-user experience (EUX) tool offering:

1. Active alerting
2. Licence auditing
3. Asset management

## POSITIVE OUTCOMES FOR TATE & LYLE

### COST

Tate & Lyle reduced their costs in two areas from deploying Alluvio Aternity. Licence auditing provided visibility into licence usage for each employee. This information allowed Tate & Lyle to reduce costs from unused or unnecessary licences across the business.

Users having less downtime due to faster remediation and a more proactive IT team also reduced operational costs to Tate & Lyle.



### PRODUCTIVITY

The integration of Aternity into ServiceNow means the system automates the tickets when a problem is detected. This results in less for a user to have to interpret and report. Tate & Lyle's lean IT team now have an extra resource to help them be more efficient and prioritise IT issues being reported.

Employees also no longer have to travel to their nearest office to obtain IT support, it can all be done remotely and more effectively.

### EXPERIENCE

Unlike other solutions, Aternity places minimal load on the network or endpoint when running in the background resulting in unaffected device performance for users. Aternity also has a very simple and informative interface for the IT department to gain greater visibility of the entire estate.



Furthermore, users no longer experience downtime or frustration and are amazed that issues are commonly resolved without being reported and before they impact day to day activities.

## WANT TO LEARN MORE? WATCH OUR VIDEO CASE STUDY

Hear from Tate & Lyle's Global IT User Adoption Manager, Brett Edwards and discover the positive outcomes Tate & Lyle have achieved since transforming the way they continuously monitor and improve their digital employee experience.





## **XERETEC** **ABOUT US**

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

## **WANT TO LEARN MORE?** **GET IN TOUCH**

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