

# Albemarle's help desk uses Employee Experience Insights to 2x productivity

Albemarle is a global chemical company headquartered in Charlotte, North Carolina, with 6,000 employees worldwide. As the world's largest lithium manufacturer, Albemarle is essential to the production of everything from rechargeable batteries for electric vehicles to grid-scale energy storage.

Patrick Thompson, Chief Information & Digital Transformation Officer at Albemarle, understands more than most that the CIO plays an integral role in shaping the future of work.

"I have to think beyond business-as-usual," said Thompson. "Putting efficiency first, aligning closely with other support-focused teams, and **establishing a data-driven strategy** — that's what matters to me right now."

## Seeing impact with Employee Experience Insights

Gerhard Nel, Senior Global Services Director at Albemarle, knows that when employees are held back, he's going to hear about it: "IT is the hands, feet, mouth, and ears of any company. We're the ones feeling the heat from users. **We need to see problems and react as fast as possible.**"

That's why Nel is so invested in Moveworks' [Employee Experience Insights](#) (EXI). **Employee Experience Insights is an analytics solution that uses breakthrough techniques in natural language understanding (NLU) and machine learning to uncover the issues slowing employees down the most.**

"The natural language understanding has revealed a whole new world," said Nel. "When you look at data in a traditional ITSM,

you're looking at pure ticket metadata, but that's ignoring the actual language of the tickets itself. Moveworks' Employee Experience Insights make sense of the raw data, offering a whole new perspective. We finally have the answers to help us focus."

While current ITSM insights tools focus primarily on tickets and SLAs, EXI focuses on the everyday experience. EXI offers Albemarle's support leaders granular insights about each employee persona — allowing them to see and address inefficiencies across the company immediately.

Now, Albemarle's leaders have the answers to critical questions at their fingertips:

- Which apps do employees need access to on day one?
- What are the most significant issues facing frontline workers?
- What are the most common issues employees in China spend time troubleshooting?
- How long is Ops waiting for support for critical issues?
- How does our performance compare to industry standards and internal benchmarks?

Employee Experience Insights allows Albemarle to turn thousands of requests into a simple, actionable to-do list. To drive efficiency across the organization, Albemarle needed a solution capable of revealing what's working and what's not. Now, with EXI, Albemarle knows which resources to create, how many service desk agents to hire, and where the low-hanging fruit is.

# 2X

Faster resolution of the average support issue

“To do my job well, I have to know what’s keeping employees from being their most productive. Employee Experience Insights help me move from thinking about each issue individually to the whole employee experience. Instead of resolving the same issues, again and again, I can look for root pain points and fix them.”

— Alok Singh, Director of IT Automation and Collaboration, Albemarle

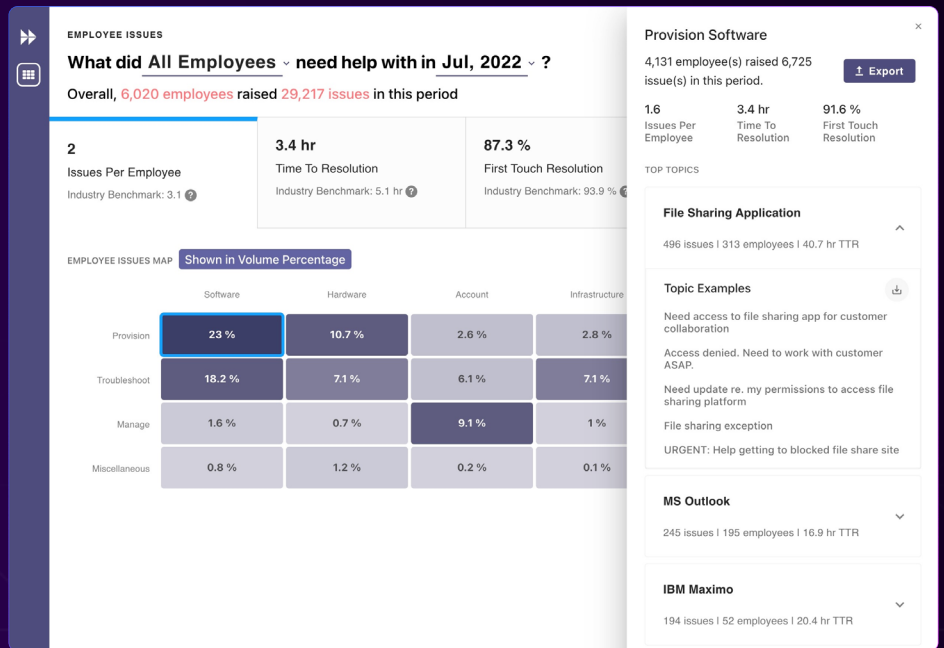
## Moveworks → in action

For security reasons, Albemarle prevents access to certain file sharing applications from company laptops. When external companies share data via this way, employees are required to file an exception request with IT to gain access.

By diving into the data provided by Moveworks’ Employee Experience Insights, Albemarle discovered that these tickets take more than five days to resolve. This wait time causes employees to skirt the restriction and use their personal devices to access sensitive business data.

With this data, Nel can effectively communicate the severity of the problem to his leadership team and advocate for change.

“If you’re blocked from doing important work for five days, you’ll find a creative — and likely insecure — workaround,” said Nel. “Armed with these analytics, I can prioritize security processes that don’t frustrate employees. I’m now able to show our Infrastructure team in detail how standard operations are causing massive employee pain so that we can work together to adjust and solve the problem.”



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