

Mettler Toledo Hi-Speed manages issues for both facilities and IT

customer overview

Mettler Toledo HI-Speed is a manufacturing company that specializes in precision weighing machines used to weigh various manufactured products while they are in motion, usually on a production line. Most of the companies that use these weighing machines, called checkweighers, are companies that produce food, pharmaceuticals, and personal care products.

challenges

John Petry, the IT Manager for Mettler Toledo Hi-Speed also manages the Facilities department. His team provides essential services for the entire company, everything from phones and network services to snow removal and dripping faucets. Because they function more as a utility provider for the company, they needed a product to help them handle the workload more efficiently.

With the introduction of the Sarbanes-Oxley Act (SOX), the team also needed to have the ability to document their processes carefully and completely. "We wanted to attack the three C's: consistency, communication, and closure on issues and incidents we handled," according to Petry.

Originally, Petry and his team used an in-house developed Microsoft Access database to track their issues. Petry said, "It lacked decent notifications, and also had no work flows."

solutions

Mettler Toledo Hi-Speed looked only looked at a couple of solutions before choosing Issuetrak. According to Petry, "Once I saw the demo, all the others I had looked at were instantly brushed aside. I've been in this business a long time, and had experience with at least another half-dozen helpdesk/incident management systems. There was just no comparison with any of them for the value and flexibility offered in Issuetrak."

"I genuinely admire [Issuetrak]. Over time I've spoken to all levels of management, and of course the support folks. It's an unusual collection of great, upbeat people, providing a top-notch product and world class support."

*John Petry,
IT Manager*



The deployment process was “just easy”, said Petry. “Issuetrak support walked me through the install, but it was so easy that as my staff would say ‘even a manager can do it!’” The team required little training, but took advantage of Professional Services for help configuring complex processes. “Every new hire that uses [Issuetrak] says that it is so much better than ‘Product X’. It’s a common sense layout as far as forms are concerned, and task lists couldn’t be easier.”

benefits

With Issuetrak, Petry and his team have seen increased communication, cost savings, and hours of time saved. The largest benefit involved creating task lists to manage their processes. According to Petry, “We do a lot of user provisioning and deprovisioning, and now there’s no excuse to forget a task when working on these processes.”

Petry also mentioned the Active Directory integration to manage users and Quick Pick submission templates as features they really like. “[Issuetrak] fits the bill and is doing exactly what it needs to do here.”

Above all, Petry feels the Technical Support team at Issuetrak stands out. “I’ve been in this IT business for many decades, and as one can imagine, I’ve probably spent the total of about a year on tech support calls from all sorts of vendors, the very biggest and the smallest. Honestly, the support from Issuetrak is right at the top! The people are not only technically competent, but personable and friendly too! Great people, great product and support, and an excellent value!”

about Issuetrak

Issuetrak helps keep important business issues and tasks from falling through the cracks! We provide our customers with reliable and intuitive software for tracking, assigning, and reporting on internal and external issues and requests. Issuetrak includes a powerful process management component for streamlining workflows, and ensuring approvals are obtained and procedures followed. Founded in 1992 and based in Norfolk, VA, Issuetrak is a leader in developing issue tracking, complaint management, workflow, and help desk solutions. Our customer span nearly all industries, and many use Issuetrak across their entire organization.

