



Huntsman



Project:

Datum:

The Company

Case

Huntsman is a global manufacturer and marketer of differentiated chemicals. Its operating companies manufacture products for a variety of global industries, including chemicals, plastics, automotive, aviation, textiles, footwear, paints and coatings, construction, technology, agriculture, health care, detergent, personal care, furniture, appliances and packaging. Originally known for pioneering innovations in packaging and, later, for rapid and integrated growth in petrochemicals, Huntsman today has 14,000 employees and over 75 operations in 24 countries. The Company had 2006 revenues from all operations of over \$13 billion.

The Project

In the beginning of 2006 a large contract was agreed with Atos Origin, concerning the outsourcing of a major part of the Huntsman IT environment. At the same time the GSS department (Global Sourced Services) was created, with the objective to act as a liaison between Huntsman and Atos Origin.

In this department, 2 Business Analysts are providing consultancy services.

They have mainly the following tasks:

- Escalation point for operational issues related to SAP, E-commerce servers (Unix/Linux), Windows terminal server environment, Lotus Notes and Active Directory
- Facilitator/liason in new IT projects (e.g. integration, development of new homemade software, hardware replacement, software upgrade, data centre move,...)
- Follow-up of SLA levels and reporting
- Contract administration, contract change management, issue management, dispute resolution
- Chair and facilitate operational meetings and follow-up of operational issues and projects

Deliverables

Not applicable