



Saint Gobain deploys Global e-line to run its worldwide SAP skills center

Paris, June 1st 2005

Saint-Gobain Vitrage chose the Global e-line software package to accompany the fast deployment and the support of its ERP, SAP at the international level.

Global e-line was deployed for the applications in production: thanks to its full Web architecture and its very powerful management of user rights, the software package Global e-line tracks the enquiries from local correspondents located in 14 countries and centralizes them in a single Help Desk located in Paris.

In 2005, because of a very successful initial phase, Saint-Gobain Vitrage decided to extend the use of Global e-line on two new mission critical support services in the monitoring of design and pilot phases:

- the Simulation Support to manage the relationships with the users during the deployment of new applications and versions,
- the Support of new feature Requests in order to follow all requests in the SAP environment.

Thus, Global e-line provides an unparalleled contribution to the effective use of strategic ERP software, SAP, and ensures the total satisfaction of many users all over the world.

About Saint-Gobain

Saint-Gobain Vitrage is the designation of the Flat Glass Division of Saint-Gobain Group. The Flat Glass Division manufactures processes and commercialises glass products. Its markets and its customers have governed the organisation of the Group into four units: Saint-Gobain Glass, Saint-Gobain Glass Solutions, Saint-Gobain Sekurit and Saint-Gobain Specialities. In 2004, Saint-Gobain Vitrage recorded a turnover of €4.394 millions and counted 36.000 employees in more than 20 countries.

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 (CRM, ERM). 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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