

Moeve accelerates the energy transition through digitalization



Client Profile

Moeve is an international company with more than 11,000 employees, committed to green molecules, sustainable chemistry, and mobility. Its ambition is to become a key force in Europe's energy transition by accelerating its own decarbonization as well as that of its clients. Through its 2030 strategy, "Positive Motion," the energy company is working to transform energy and drive a better future.

NTT DATA leads the workplace modernization project for the energy company, implementing a fully digital environment to drive continuous improvement.

Digitalizing the workplace is key to enhancing efficiency, strengthening security, and enabling access to corporate resources from any location. Upgrading the infrastructure allows companies to reduce costs and boost collaboration, while process automation creates a more agile and competitive environment.

Moeve needed to evolve toward a digital workplace model. Moeve partnered with NTT DATA to make this shift possible, delivering a comprehensive approach that included strategic consulting, digital transformation, and change management services. The project supported more than 11,000 employees located in offices, operational centers, and industrial facilities of the energy company across multiple regions worldwide.

32%

reduction in manually managed incidents and requests

24/7

full accessibility without the need for a physical location

25%

reduction in on-site support services

Business Need

At the end of 2022, Moeve identified the need to modernize its workplace by leveraging expert services to promote automation, proactive incident resolution, and user self-service. The goal was also to enhance the digital employee experience and migrate to cloud environments.

Solution

NTT DATA addressed this need by executing a global project that included consulting, migration, implementation, and change management for the new digital workplace environment.

The solution was developed on technologies including Microsoft Intune, Android Zero Touch, and Samsung Knox, enabling:

- **Omnichannel user experience:** A consistent, personalized, and seamless experience across all interaction channels through digitalization.
- **Proactive monitoring:** Reduced incident volume through analytical processing of telemetry and user experience data from devices.
- **Self-management and automation:** Higher resolution rates through automation and self-service, enabling users to quickly resolve issues without needing to open a support ticket.
- **Remote support optimization:** Improved resolution of incidents and requests by increasing first-contact and first-level resolution rates.
- **On-site support transformation:** More flexible service delivery with extended coverage and faster response times, leading to a better user experience.
- **Improved and optimized hardware provisioning:** **Implementation of smart lockers available 24/7, aligned with a Zero-touch strategy that minimizes interaction with on-site support.** This resulted in shorter delivery times and enhanced user experience.

NTT DATA designed and implemented a digital workplace environment for Moeve based on Microsoft Intune, a cloud-based endpoint management solution.

Results

Migrating to a digital workplace enabled Moeve to achieve the following benefits:

- Significant improvements in pre-configuration automation compared to initial equipment setup.
- Reduced manual tasks and optimized workflow processes.
- Elimination of inefficient processes, supporting an ambitious plan to phase out physical infrastructure.
- Enhanced user experience and greater flexibility in accessing corporate tools.
- 24/7 availability: Accessible from anywhere, no specific physical location required.
- 24.6% reduction in on-site support services.
- 32% decrease in manually managed incidents and requests.

This project succeeded thanks to NTT DATA's ability to apply cutting-edge digital trends and to the strong collaboration between the teams from NTT DATA and Moeve, who worked closely to implement innovative processes and tools.

Following the success of this transformation, Moeve has entrusted NTT DATA with designing the next wave of technology infrastructure projects focused on audiovisual systems.

Next steps

Moeve and NTT DATA will continue working together to enhance the user experience by integrating artificial intelligence tools and advanced automation.