



## IKK Group ensures the highest standards of IT operations and support with Nexthink's end-user IT analytics

### ORGANIZATION

IKK Group

### INDUSTRY

Industry & Services

### LOCATION

Kingdom of Saudi Arabia

### KEY CHALLENGES

- Ensure performance and efficiency
- Improve visibility, easily detect issues and misconfigurations
- Identify patterns in its IT environment with real-time IT Analytics

*The IKK Group selected Nexthink to provide IT Operations Analytics for its entire infrastructure and endpoints from the end-user perspective. Nexthink allows the IKK Group to retrieve reliable information on the performance of each workstation and its interaction with the IT infrastructure, giving early warning of impending issues and the ability to discover bottlenecks and proactively take action before end-users are impacted.*

### CONTEXT

The IKK Group has been operating for more than four decades in Saudi Arabia. First established by Sheik Isam Kabbani in the late 1960s, the IKK Group began as a marketing office for NEPRO Plastic Factory and flourished into a diversified group of companies that continues to serve the Gulf Region and the Middle East.



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**Zohdi El-Saadi**

CIO, IKK Group

For over 38 years, the IKK Group has been a leading manufacturer and supplier in the construction industry. Recognized as one of the top 50 companies in Saudi Arabia, the IKK Group is a pioneer in waterproofing and weatherproofing, building materials, steel products, PVC pipes, sanitary fittings and accessories, and other items for the construction industry.

As serving the needs of customers has always been a priority, the IKK Group continues to explore new businesses, leading to the diversification of the Group's activities. Today the IKK Group operates in a wide range of industries including contracting, construction, trading, manufacturing and services for the oil and gas industry as well as IT, networking and telecommunications.

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**Zohdi El-Saadi**  
CIO, IKK Group

## BUSINESS CHALLENGE

IKK Group's passion is to maintain and improve its leading position, upholding its reputation to satisfy customers by providing high quality services. As specialists in their respective fields, IKK Group's teams of professionals are dedicated to setting industry standards of excellence for quality and performance.



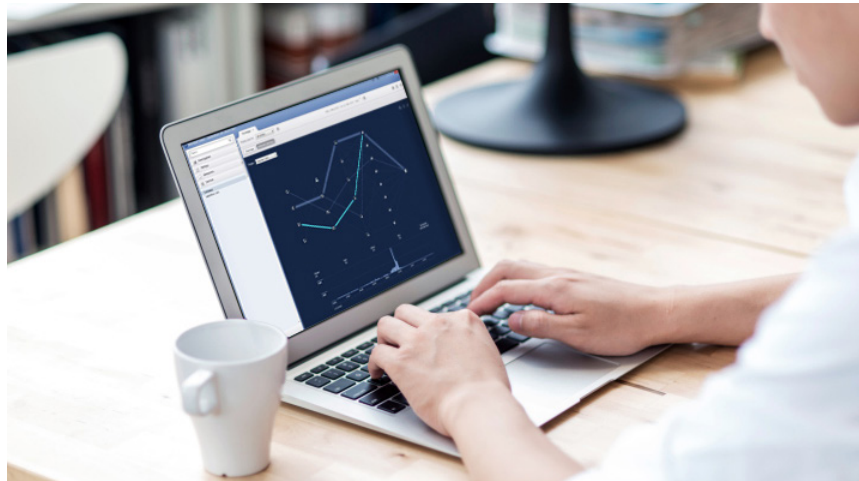
IKK Group understands that IT is a main driver to help the organization meet its business objectives. IKK Group's Centralized Information Technology Department - CITD is tasked with delivering the same level of high standards its customers expect to its 2,000 end-users located in 6 countries (Saudi Arabia, Qatar, UAE, Egypt, Oman and Lebanon), ensuring their performance and efficiency. Any IT failure or service disruption can impact customer service and harm IKK Group's reputation. IKK Group looked to its partner ProgressWays for help to improve visibility, easily detect issues and misconfigurations, and identify patterns in its IT environment. The CITD team needed a solution that could provide real-time IT Operations Analytics.

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**Zohdi El-Saadi**  
CIO, IKK Group

## CHOOSING NEXTHINK

Following a presentation and a POC from ProgressWays, the IKK Group selected Nexthink to provide IT Operations Analytics for its entire infrastructure and endpoints from the end-user perspective. Nexthink allows the IKK Group to retrieve reliable information on the performance of each workstation and its interaction with the IT infrastructure, giving early warning of impending issues and the ability to discover bottlenecks and proactively take action before end-users are impacted.



From the beginning of the project it became clear that Nexthink could satisfy the IKK Group's needs. "With Nexthink, we can leverage the data collected from our network, security, operations and desktops across multiple countries to make accurate predictions and decisions," said Muhammad Abdeen, CITD Customer Services Manager, IKK Group. "Our CIO decided to have the Nexthink solution displayed in front of his desk all the time to have full visibility and detailed insight of our entire IT infrastructure at his fingertips. That's exactly what we wanted and were previously missing."

## BENEFITS

“With no configuration required, Nexthink helps our CITD support team increase productivity and visibility by around 40%, in addition to IT Hardware and Software Licenses usage management, Printing management and Services utilization,” said Zohdi El-Saadi, Chief Information Officer, IKK Group. “We are still implementing Nexthink on remote sites and we can see how our IT infrastructure is operating and transforming, in real-time! This new insight helps our IT departments connect, communicate and collaborate. We are able to generate reports for senior management in just a few clicks, which saves our IT support team around 50% of time compared to generating these reports the old fashioned way before using Nexthink.”



Nexthink's end-user IT analytics solution collects and analyzes every application, network and IT service issue, enterprise-wide. Previously IKK Group spent a lot of time and resources to discover and resolve issues, and to understand the number of end-users impacted in different locations. Nexthink helps IKK Group's IT department gain visibility into the challenges end-users face, transition from reactive to proactive IT support, and improve incident, problem and capacity management. In the next steps of the project, ProgressWays will integrate Nexthink with IKK Group's ITSM tool.

“The objective of our end-user IT analytics project is to discover and address the pain points in our infrastructure. Nexthink provides comprehensive and valid information about the IT infrastructure and services delivered and their quality and availability from the end-user's perspective,” said Zohdi El-Saadi, Chief Information Officer, IKK Group. “We can now identify problems early and resolve issues quickly. The real-time data and IT analytics from Nexthink are invaluable in the planning and implementation and therefore the success of our ongoing migration projects. Managing a complex IT infrastructure is a daily challenge and with ProgressWays and Nexthink it's becoming easier.”

## ABOUT PROGRESSWAYS-IT

In an ever changing world, success is determined by good choices with long lasting results. Communication is essential and time is the most important factor for any successful mission. ProgressWays strives to be the best choice for its customers by helping them to effectively deal with the planning, preparation and implementation challenges.

ProgressWays guarantees excellence in professional services delivery, by making its expertise, services and solutions available to help customers achieve their business goals efficiently and effectively; through affordable yet reliable solutions and services. ProgressWays aims to be a trusted partner to its customers that provides highly qualified resources and ensures a smooth and successful implementation for their projects.

Infrastructure Ambulance Service is a service created by Progress Ways to understand customers' operational challenges and help them in meeting compliance regulations, protecting computing infrastructure, and providing a service level agreement (SLA) to ensure the infrastructure availability, integrity and confidentiality. Nextthink is integrated into the Infrastructure Ambulance Service.