



MANUFACTURING SOLUTIONS

One service backbone for every plant, office, and partner

Manufacturers run IT across plants, offices, warehouses, and sales sites that rarely share a building, a language, or a toolset. Requests arrive by email and phone. HR, facilities, quality, and finance each track work their own way, and a lean IT team ends up reacting to whatever is loudest.

At NEXE Group, a building materials manufacturer with nearly 2,000 employees across 52 locations in three countries, IT director Zoran Ljubic described the old reality this way: "We needed to stop flying blind."

NEXE, XAL Lighting, Fiskars Group, and Daikin Europe each started from a similar place. Each replaced a legacy or first-generation tool, and each now runs service for many sites from one platform, often with a small team. Their results show what changes when a manufacturer puts service management on one AI-powered backbone, and why that foundation matters now that AI agents are joining the service desk.

ONE PLATFORM RUNS SERVICE ACROSS EVERY SITE

560 sites

sites across 29 countries

Fiskars Group

52 locations

across 13 companies

NEXE Group

40+ locations

on 5 continents

XAL Lighting

5 production facilities

and 17 affiliates

Daikin Europe

See every site from one place

One platform gives IT and business leaders a live view of service at every location, without waiting on a report to run.

NEXE supports business systems, hardware, telecom, printers, and PCs for 13 companies in 52 locations from a single Xurrent account. KPIs and SLAs are calculated automatically, and dashboards replaced reports that used to take hours.

“

In Xurrent, we can see it all and analyze what is happening.”

ZORAN LJUBIC – IT Director, Nexe Group

Daikin Europe runs its EMEA headquarters, five production facilities, 17 affiliated companies, and five sales offices on linked Xurrent accounts. A daily encrypted export feeds Daikin's SAP Business Intelligence environment for management reporting. "The service levels and KPIs can now be tracked by all stakeholders," said Geert Monserez, Department Manager IT Center EMEA.

At XAL Lighting, reporting is organized around services rather than tickets. "The dashboards are used intensively; we can now see exactly what the status of a ticket is and how each service performs," said Norbert Pint, Head of IT.

Go live in months, then run it yourself

LIVE IN WEEKS, THEN RUN BY LEAN IN-HOUSE TEAMS

16 weeks

from kickoff to go-live

Fiskars Group

3 months

from contract to go-live

XAL Lighting

5,000+ users

on day one, zero complaints

Fiskars Group

5 people

run IT services for the whole group

Fiskars Group

These manufacturers went live in weeks or months, and their own teams now run the platform without a standing bench of consultants.

Fiskars Group kicked off on July 1 and went live on October 18: a 16-week implementation for 6,500 employees across 560 sites in 29 countries. More than 5,000 users came online on go-live day with zero complaints. Implementation partner Revo trained a member of the Fiskars team to own templates and process flows, replacing the outside consultants the old platform required. A five-person team now manages IT services for the whole group.

XAL Lighting took three months from signing the contract to go-live, working with partner Blueponte. Its 24-person IT team

runs Xurrent without dedicating anyone to the tool full time.

“

Implementations in Xurrent are easier, quicker, and simpler.”

NORBERT PINT – HEAD OF IT, XAL

Both companies point to licensing as part of the story. Fiskars found demand management, project and portfolio management, time registration, and resource management already included, where its old platform sold demand management as an extra module. “The Xurrent licensing is reasonable and very cost-effective and transparent; you know upfront what it will cost you,” said Mike Rossi, Senior IT Manager, Service Management.

Adoption across a multilingual workforce

EMPLOYEES USE IT, IN THEIR OWN LANGUAGE

60% more

engagement from non-English regions

Fiskars Group

96%

user satisfaction

Fiskars Group

35% faster

average ticket resolution

Fiskars Group

~80%

of employees use self-service

XAL Lighting

A service platform only works if the people on the plant floor and in regional offices actually use it, in their own language.

Fiskars' previous platform went largely unused outside English-speaking countries. With [Xurrent Auto Translation](#), each person writes and reads in their own language and the platform translates for everyone else. Fiskars saw a 60% increase in service desk engagement from non-English-speaking regions, reached 96% user satisfaction, and cut average ticket resolution time by 35%.

At XAL Lighting, close to 80% of employees use the self-service portal. The IT team uses the built-in “rate my service” feature to measure satisfaction and decide which services to improve next.

Recent releases carry translation further into daily work. Knowledge articles now translate into each reader's language when they open them, and project subjects and task instructions translate the same way requests do. Every machine translation is also checked against its source so no digit is dropped or changed, which matters when a site code or part number sends a technician to the right place.

Automate the work that crosses departments

AUTOMATION GIVES LEAN TEAMS THEIR TIME BACK

1,200 hours

of manual work eliminated in six months

Fiskars Group

~3,000 workflows

completed in the first six months

Fiskars Group

15,000+ requests

a year, handled by a 27-person IT team

NEXE Group

The biggest time savings come from work that used to bounce between HR, IT, and specialist teams by email.

reconciliation, and the "ghost accounts" left behind by departed employees are gone.

At NEXE, adding a new employee to the HR system now starts the onboarding workflow in Xurrent automatically, and each support team receives its task to provision access and equipment. Role changes work the same way: HR updates the role, and specialist teams get the tasks to add and remove access and licenses. That ended a twice-yearly manual access

In its first six months on Xurrent, Fiskars completed 38,000 requests and nearly 3,000 workflows, and eliminated 1,200 hours of manual work through automation. XAL runs onboarding as a cross-departmental workflow that includes HR, and its IT team builds and changes those workflows without outside specialists.

Extend service management beyond IT

Once the foundation works for IT, manufacturers bring plant-adjacent work onto the same platform, with the same portal, workflows, and reporting.

THE SAME PLATFORM CARRIES SAFETY, QUALITY, FINANCE, AND MORE

nexe

IT support
Workplace safety and waste
Facilities management
Accounting, tied to ERP
Product quality

FISKARS®

IT and security
Facility management
Master data management
Data privacy
Event monitoring
Asset management
Point of sale

DAIKIN

IT across 3 support orgs

PLANNED NEXT

Facility management
Product engineering
Research and development

One Xurrent platform: one portal, shared workflows, one set of reports

NEXE's workplace injury process shows why this matters. Employees report an injury through the self-service portal, and Xurrent collects every relevant detail with an audit log of each entry. For a process with significant legal implications, that means less risk of lost information and company-wide reporting on safety incidents.

Work with your providers instead of around them

Manufacturers rely on outsourced service desks, SAP partners, and suppliers. Xurrent lets those providers work in the same service flow, with performance visible to everyone.

Daikin Europe gave each of its three support organizations its own Xurrent account and linked them so they work together. The headquarters account connects to the Jira environment of the provider that maintains Daikin's SAP systems, so SAP changes move between the two organizations and Daikin can track that provider against its SLAs.

Fiskars' service desk partner, HCLTech, works in Xurrent and learned it from the same online training as Fiskars staff. Fiskars has also opened a Xurrent account for a third-party supplier. With Account Trusts, a provider links its own account and exchanges requests securely, without anyone building an integration.

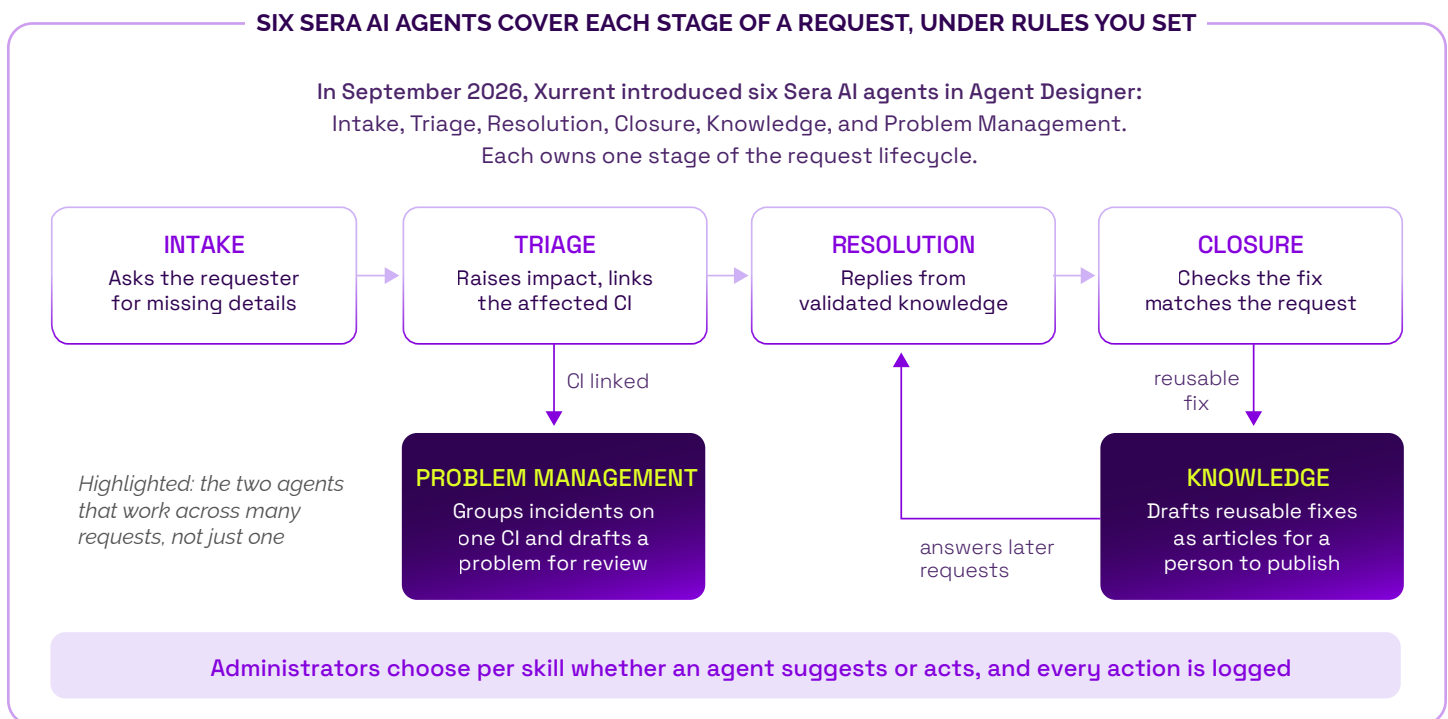
XAL Lighting's external first-level support partner receives an automatically generated dashboard on the first of every month showing how many tickets it can bill. Before Xurrent, compiling that data took at least a week of work in Excel.

Put AI to work, on your terms

AI on the service desk is only as good as the services, knowledge, and configuration data underneath it. The foundation these manufacturers built is exactly what makes AI useful.

Sera AI is Xurrent's AI fabric, woven across the platform and included in every plan. It has run inside Xurrent for years, classifying requests, drafting knowledge articles, and resolving routine tickets, and 91% of Xurrent customers run it in production. Recent releases have sharpened that everyday work:

- Sera classifies a request from the whole conversation, so a reported outage is filed as an incident and lands on the right service level target.
- When no knowledge article answers an employee's question, Sera carries their description into the matching request template and prepares the request for them.
- Sera Assist reads screenshots and documents attached to a request, so a specialist can ask what an error message says without opening every file.



For a multi-site manufacturer, two of them stand out. The Problem Management agent looks across open incidents for a group converging on one configuration item, even when every report is worded differently, and drafts a problem record for the Problem Manager to review. The Knowledge agent turns a reusable resolution into a draft article, so a fix found at one site can reach every other site once a person approves it.

Governance is built in. Every agent is off until an administrator switches on a skill. For each skill, the administrator decides whether the agent only suggests, leaving an internal note, or acts on its own and records what it did. Some agents, such as Closure, can complete their work without a person stepping in, while new knowledge articles still need a person to approve and publish them. An open MCP server lets teams connect external AI models, which operate under the same policies and audit trail as Xurrent's own agents.

Xurrent AI in action

SERA AI RESULTS IN PRODUCTION

91%

of customers run Sera AI in production

Xurrent, Oct 2026

90%+

AI email classification accuracy

SETCOR

97-99%

customer satisfaction

SETCOR

97%

SLA performance on critical services across 751 stores

Sport Vision

ORGANIZATIONS RUNNING SERA AI ACROSS DISTRIBUTED OPERATIONS ARE ALREADY SEEING MEASURABLE RESULTS

Sport Vision's footprint will look familiar to any multi-plant manufacturer: 751 locations spread across 13 countries.



SETCOR
Set your business free

TECHNOLOGY SERVICES | CROATIA 570 external customers

- Sera AI email classification accuracy above 90%
- 97 to 99% customer satisfaction zero to near-zero backlog on more than 3,000 requests a month



RETAIL | SERBIA 751 stores in 13 countries

- Live in 68 days
- 97% SLA performance on critical services
- Eight languages supported, with 95% of translations reported accurate
- HR onboarding 25% automated through SAP



MANAGED SERVICES GERMANY

- Implemented in two weeks
- 50% of tasks automated
- Sera AI classification accuracy at 60% and climbing

Why manufacturers choose Xurrent

Xurrent is service-oriented and ITIL-aligned out of the box, key capabilities are included in the license, and implementations are measured in weeks or months. Once live, lean internal teams run and extend the platform themselves.

Partners play a real role. [Imaves](#) helped NEXE select and implement Xurrent, [Blueponte](#) delivered XAL's three-month rollout, and [Revo](#) led Fiskars' 16-week implementation and trained its in-house platform owner.

“

Xurrent is easy to use. I've worked with many different tools over the past 23 years, and Xurrent is by far the easiest to use.”

MIKE ROSSI

Senior IT Manager, Service Management – Fiskars Group

See how Xurrent can connect your plants, offices, and partners on one service backbone.

[Schedule a Demo ↗](#)

Customer snapshots



BUILDING MATERIALS | CROATIA

*Nearly 2,000 employees • 52 locations •
13 companies • 3 countries*

Replaced

Lotus Notes Help Desk

Headline outcome

27-person IT team handles more than 15,000 requests a year across 5 support domains

[Read the full story ↗](#)



LED LIGHTING | AUSTRIA

*1,100+ employees; 40+ locations, 22 of them
international*

Replaced

Legacy service management tool

Headline outcome

Live in 3 months; close to 80% of employees use self-service

[Read the full story ↗](#)



**CONSUMER PRODUCTS | HQ IN FINLAND,
SERVICE MANAGEMENT RUN FROM THE US**
6,500 employees • 560 sites • 29 countries

Replaced

First-generation service management platform

Headline outcome

96% user satisfaction; 35% faster average resolution; 41% projected savings over five years

[Read the full story ↗](#)



HVAC | BELGIUM

*HQ, 5 production facilities, 17 affiliated companies,
5 sales offices • 3,000 end users in EMEA*

Replaced

HP OpenView Service Desk

Headline outcome

Three support organizations and an external SAP provider working in one linked service flow

[Read the full story ↗](#)

[Get started](#) with Xurrent today.

Xurrent ITSM reinforces this user experience by giving employees online access to local support organizations in their preferred language, while Xurrent Status Pages provide real-time, transparent updates to stakeholders during incidents and planned maintenance. Those proactive status communications help reduce avoidable inbound support requests and keep employees informed when services are disrupted or maintenance is underway.

