xurrent
ITxM PLATFORM

GIGAOM LEADER RADAR 2026

XURRENT ITSM FOR MANUFACTURING

# What one plant learns, *every plant* knows.

Xurrent unifies IT, OT, and Enterprise service management, so a fix learned at one plant reaches every other plant instantly.

A press fails at one plant. The team works it for days, finds a firmware mismatch, documents the fix, and gets the line back. Six months later the identical press at another facility fails the same way, and that team starts from zero. Same equipment, same fault, no shared memory between sites, and no shared record with the HR, facilities, or finance teams supporting that plant either. That gap between IT, OT, and the rest of the enterprise is where most manufacturing incidents get stuck, and it's the gap Xurrent was built to close.

## ALL THE POWER. NONE OF THE DOWNTIME.

### CAPABILITY WITHOUT THE COMPLEXITY

**Enterprise depth, plant-floor speed.**

ITIL-aligned service management, live across every plant in weeks, configured by the admins you already employ.

**Integration without the second bill.**

*ITIL aligned out of the box. Xurrent iPaaS is built in-house and included in every subscription, connecting ERP, MES, scheduling, and monitoring tools through governed integrations your own admins can tune, instead of one-off scripts that break silently when a field name changes. Fiskars went live in 16 weeks. XAL Lighting signed to go-live in three months. When a new production cell comes online, your team updates the workflow themselves, not through aconsulting engagement.*

### AI IS THE FABRIC, NOT A FEATURE

**AI on every ticket, every site.**

Sera AI classifies and routes work as it arrives. Every tier includes every AI capability, with no add-on module for any plant.

**AI that's fabric, not a feature.**

***Sera AI Assist*** *puts an AI panel directly inside the ticket a specialist already has open. It summarizes the issue, surfaces related problems, and drafts a response on request, without switching tools.*

***Sera AI Studio*** *gives your team the controls to tune the virtual agent before it touches an end user: plain-language agent instructions, a template readiness score, and a Golden Set of test prompts that catch a regression before your users do. Every tier includes every capability, with no add-on module to reach parity.*

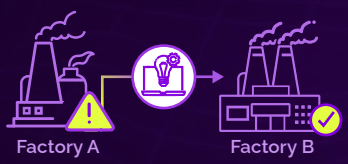
### ITxM: BRIDGE SILOS, UNLEASH PRODUCTIVITY

**One platform, every department.**

IT, OT, HR, facilities, and finance share one system of record. Each plant's data stays separate until a lesson is ready to travel.

**Share what should move. Protect what shouldn't.**

*One organization-wide knowledge space for lessons that belong across plants running common equipment, plus separate spaces where regulated procedures, site-specific work instructions, and enterprise data owned by HR, finance, or facilities stay local. IT, HR, facilities, and finance share one platform. Each team's data stays separate, controlled by facility, role, and function, not an all-or-nothing default.*




### WHAT THIS LOOKS LIKE IN PRACTICE

A press fails at facility B. Sera AI matches the symptoms against the shared knowledge space, surfaces facility A's firmware-mismatch resolution inside the ticket, and the team validates and applies it in hours instead of days.

## See it against your plant network.

Live in weeks, not months, across IT, OT, and the rest of the enterprise, with AI included in every tier.

Get Started ↗

Schedule a Demo ↗

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xurrent
ITxM PLATFORM

# Manufacturers running Xurrent today

What changes when IT, OT, and the rest of the enterprise finally share one system

FISKARS® ITSM ESM

## Fiskars Group

*Finland*

*Manufacturing & consumer goods*

- **41% projected cost savings** on service management over five years
- **96% user satisfaction**
- **35% reduction** in average ticket resolution time
- **Live in 16 weeks**, kickoff to go-live, across 6,500 employees and

> *Xurrent gave us capabilities that we've never had before. Moving to Xurrent was a big win for us.*
>
> *– **Mike Rossi**, Senior IT Manager, Service Management*

DAIKIN ITSM

## Daikin Europe

*Belgium*

*Manufacturing*

- Supports **3,000 end users** throughout EMEA
- 5 production facilities, 17 affiliated companies, 5 sales offices
- Three linked Xurrent accounts across service desk organizations
- Displaced HP OpenView Service
- Desk after HP announced end of life

> *Out of the box, Xurrent provides the functionality that an enterprise needs for all of its service desks, local IT departments and regional competence centers.*
>
> *– **Geert Monserez**, Department Manager IT Center EMEA*

XAL ITSM

## XAL Lighting

*Austria*

*Manufacturing*

- Close to **80% of employees** using the self-service portal
- Signed to **live in 3 months**
- 1,100+ employees, 40+ locations across five continents, run by a 24- person IT team
- Evaluated ServiceNow and Jira before choosing Xurrent

> *Implementations in Xurrent are easier, quicker, and simpler. There is no time to allocate 1-2 people to focus solely on the tool, but with Xurrent, that isn't necessary.*
>
> *– **Norbert Pint**, Head of IT*

## ALSO RUNNING XURRENT IN MANUFACTURING-ADJACENT ENVIRONMENTS

nexe ESM

### NEXE Group

*Croatia*

*Building materials*

Nearly 2,000 employees across 52 locations in 13 companies and 3 countries. 800 end users, more than 15,000 requests a year, with ERP Navision and HR integrations.

> *We are no longer reacting. Everything we do is proactive.*
>
> *– **Zoran Ljubic**, IT Director*

ZENTIS ITSM ESM

### Zentis Group

*Germany*

*Food & beverage*

Active in more than 50 countries with six production sites across Germany, Poland, Hungary, and the USA, and 2,000 employees.

> *It is much less complex, faster and cheaper, with the same or even better functionalities, and allows us to add new services with agility.*
>
> *– **Udo Hanke**, ead of Architecture and Services*

**See it against your plant network.**

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