

# Danfoss Turbocor Gets Smarter with SAManage



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Clayton Tew  
IT Manager

## BACKGROUND

Danfoss Turbocor manufactures industrial grade air conditioning compressors designed for the heating, ventilation, air conditioning and refrigeration industry. The Turbocor compressors offer the unique ability to run oil-free and utilize only about half the electricity of a standard air compressor. With a growing demand for environmentally-friendly equipment, the Turbocor compressor have become a popular choice for leading retrofit contractors and original equipment manufacturers (OEMs) worldwide.

## CHALLENGES

As the global IT Manager at Danfoss Turbocor, Clayton Tew is faced with a limited amount of time for a large array of tasks. With continued growth and new users added in locations around the world, an efficient IT management tool has become imperative for Danfoss Turbocor to support the mounting IT workload.

The first tool tried by Tew was Excel. “Even the simple task of creating records of assets and serial numbers for each user was challenging,” says Tew. “All the information had to be collected and entered manually, which was extremely time consuming.”

Finding Excel unfit for the task, Tew signed up for Dell eSMART, a Software-as-a-Service solution. However, although eSMART was a great improvement over Excel, Tew was frustrated to realize the support provided by the company less than adequate. “Whenever I called with a question, I could never get an immediate answer. It took them really long to get back to me, and that’s not the kind of service level I find acceptable,” says Tew.

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## SOLUTION

While looking for a solution that would better support his requirements, Tew wanted to stay with Software-as-a-Service. “The main thing that attracts me to Software-as-a-Service is that upgrades are incorporated as part of the service. With conventional software, upgrades would require not only additional expense but also my time, which is even a greater concern.”

Opting for the SAManage solution, Tew noted: “SAManage offers me all the functionality I had with eSMART as well as additional capabilities such as risk management and an integrated helpdesk.”

## BENEFITS

After switching to SAManage, Tew is happy with the product as well as the service and support he has been receiving. Tew noted the ability for multiple users to access the system is exceptionally useful in his work. “With eSMART, I could only have one account, so I had to provide all the information for everyone. With SAManage, we can have multiple people looking at the information at the same time, which is a big time saver.”



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