Built to Flex: How Nippon Paint Created an IT Help Desk That Adapts as It Grows

Industry - Manufacturing



NIPPON PAINT

happyfox

About Nippon Paint

Nippon Paint operates in the automotive and general industrial manufacturing industry, specializing in the development and production of liquid automotive coatings and chemical solutions.

Challenge

Nippon Paint used ServiceNow for around 5 to 6 years before looking for a platform it could easily adjust as business needs changed.

Limited Flexibility: Making changes quickly took more effort than it needed to.

Difficulty Scaling: The platform was difficult to scale.

Complex Custom Reporting: Creating custom reports was more complicated than it needed to be.

Implementation

Adam White knew HappyFox from his previous company and found it had grown, with more customization, expanded automation and the ability to add AI.

Guided Ticket Forms: Customizable ticket forms that guide end users to give IT the information it needs, without complicating the process, helped persuade Nippon Paint to choose HappyFox.

Smooth Rollout: Categories, custom fields and the portal were set up smoothly, HappyFox support helped migrate existing tickets, and agents and end users picked up the platform quickly.

Connected Teams: The IT Infrastructure and SAP departments use HappyFox, integrated with Microsoft 365 Entra and Outlook.

Why HappyFox?

Customizable Ticket Forms | Flexibility | Easy Automation

Knowledge Base | Reporting | Customer Support

Results

Measurable Performance: Nippon Paint averages around 300 tickets per month, with an average first response within 24 hours and an average resolution time of about one day across all categories, including the SAP team's longer project-related tickets.
Right Information Upfront: Customizable ticket forms capture what IT needs to troubleshoot as soon as a ticket arrives, reducing back-and-forth with users.
Clear Reporting for Leadership: Executives and agents review activity across ticket categories, track agent performance, see which departments use the platform most and identify recurring issues to address, giving senior leadership traceable, measurable results.
Self-Service and Time Saved: The knowledge base supports user self-help and gives IT staff internal instructions, while canned actions, automatic responses, automated ticket closures and predefined email replies help users find answers and save staff time.

Our Experience

Nippon Paint's story shows why flexibility matters as much as features. Where its previous platform made custom reports and quick changes harder than they needed to be, HappyFox lets the team add categories, ticket fields and automation as needs grow. Choosing HappyFox again at a new company, and finding it had grown with more customization, automation and AI, says a lot about how the platform evolves with its customers.

The results are measurable: around 300 tickets a month, first responses within 24 hours and resolution in about a day on average, with reporting that shows leadership exactly how much work IT handles. Add a support team that goes above and beyond even for custom setups, and it's why Adam White recommends HappyFox to support teams across a wide range of industries.

> "HappyFox's customer service team has been quick to respond and consistently goes above and beyond to help us find solutions, even when our requests involve custom setups or unique issues."

Adam White
Sr. Technical Analyst Application Support, Nippon Paint