# My Business Apps

**GO TO WIKI DIGITAL TECHNOLOGY DOCUMENTATION**

## Welcome to My Business Apps

We're here to help

Select an application

- A-B-C
- D-E-F
- G-H-I
- J-K-L
- M-N-O
- P-Q-R
- S-T-U
- V-W-X
- Y-Z
- FAQ

Accolade

**ACCOLADE** is the Project Portfolio Management application for the entire Solvay Group.

AODOCS

### USEFUL LINKS

- **SyRa DigitalWorkplace**
- **MyContacts@GBS&DT**
- **Reset SAP password user account**
- **Reset Neptune password user account**

**AODOCS** is a document management system that integrates with Google Drive and provides central ownership of documents.
App
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et
**Appsheet** is the quickest and easiest way of creating an application to be run on mobile phones.

**BUSINESS OBJECTS** are consolidated reports compiled by backend engines which are able to publish trends and results for user's quick analysis.

**BUSINESS WAREHOUSE** is the SAP tool to extract reports with data coming from the transactional systems.

**CONFLUENCE Wiki** is a tool to organize your work and create documentation through  web pages.

**CONVERGENCE** is your collaborative tool to manage supplier relationship.

The **SYENSQO Salesforce CRM** program is bringing to the group a single CRM solution worldwide that empowers different sales, marketing & customer service teams who can better collaborate to identify, record and serve customer needs.

**Dataiku - DSS**  is a collaborative data science platform for data scientists, data analysts and engineers to explore, prototype, build and deliver data products, processes and flows more efficiently.

**DocuSign** is a cloud based application that allows you to sign documents electronically. It's oriented to the creation of contractual agreements between Solvay and other companies (providers, clients, etc)
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**DOCUMENTUM - D2** benefits organization services by providing one common content platform in order to create, manage, personalize, and deliver trusted content on a global scale.
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**DynaSys** is a Demand & Supply Chain Planning (DSCP) software used to manage demand forecasts, distribution requirements & production plans.
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**EHS** is one of the SAP modules,  supporting with its different functionalities environmental, occupational and product safety processes, regulatory compliance, and corporate responsibility.

**E-WORKBOOK** is the Electronic Laboratory Notebook application used R&I family to store data related to experiments. The application is provided by IDBS.

## USEFUL KNOWLEDGE ARTICLES

- **Do you need access to applications**

**EROOM** is a collaborative work platform meaning that you can create a virtual spacework on a server. This virtual space is split into "rooms" related to a specific project topics.

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**FLEXMAIL** is the tool chosen by Solvay to manage its email capaigns, either Internal or External.

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~~**FRESHDESK (Ticketing system)** is being rolled out at Solvay to improve the management of SBS support requests by employees and to enhance collaboration between teams. It is the principal way to contact SBS teams (IS application & EtE processes) online. To contact IS infrastructure, refer to the page Solvay One.~~

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**GOOGLE SUITE** is a cloud-based productivity suite used at Solvay for e-mail and collaboration. G Suite includes Google Mail, Contacts, Drive, Docs, Sheets and other applications.

**GOTIT** is a new Solvay Group's idea management system. It is designed to foster collaborative innovation and employee commitment by encouraging Solvay employees to think out of the box, post suggestions, comment and share best practices.

ISSP

**ISSP** is an online tools that provide the IS training catalog for all users to properly select and request what they need.

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URL

**KEEPEEK** is Solvay Group's main media repository.

**Miro** is an infinite, online whiteboard designed to help teams ideate, brainstorm, iterate and provide feedback seamlessly and in real time regardless of where each team member is located. The following video provides a brief introduction.

Monday.com is an online collaborative project management tool. You can use it to handle multiple projects, task lists and keep track of all your activities while limited the amount of email you need to send to collaborate with your coworkers.

M-Files document management system is an automated business software solution used to organize, secure and store business files.

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**QLIK and QLIKSENSE** are a tool that allows you to create visualizations and dashboards that helps you to monitor all your data.

qualtrics.

**QUALTRICS** provides advance survey needs.
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URL
**REALTIMEBOARD** is a visual management solution to ease collaboration between teams.

**SAP ACCESS MANAGEMENT**

**SHARED CONTACTS** This application is to used to share contacts between persons. This allows, for example, for a team to keep one single repository of all their suppliers. Whenever one team member edits or add a contact information in that Shared Group, then it is automatically updated in all the other team members as well.

SINEQUA

**SINEQUA** offers both customizable & real-time business search and enables customers to create search-based applications according to operational, individual and data needs.

SDL tridion

**TRIDION** is the Web Content Management (WCM) system used by Solvay to manage the web content of the group:

- Solvay.com
- 7 "Standard" country sites
- 35 "light" country sites, translated in 21 languages
- A panel of external & internal dedicated websites (focus on a brand, an event, etc.)
- Solvay ONE

WELEARN

**WELEARN** is a global tool managing all of the training activities within Solvay. It proposes one unique learning catalog, which includes both Global and local programs.

No applications beginning with Y-Z.

# IS Applications support - FAQ

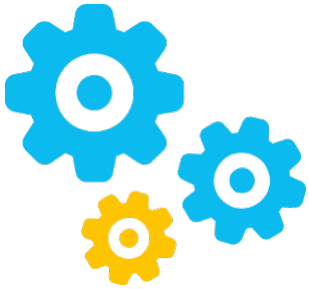
Consulter la version française

## 1- IS APPLICATIONS CONTACT CENTER

IS Applications means “Information Systems Applications”.
This term is used to identify IT Applications such as programs or software like SAP, SRM7, Qlikview, Dynasis, Documentum, Salesforce ....

IS Infra means “Information Systems Infrastructure” This term includes hardware such as computers, printers, networks, telephones.
It also includes the local software installed on the PC (Microsoft office, Chrome…).
If you have an issue concerning IS Infrastructure, you can report it by contacting your local helpdesk available here.

## 3- ACCESS MANAGEMENT



**Reset password:**

- I forgot my password, I should reset it
- I’ve blocked my password due to several erroneous attempts
- I received my initial password but I did not connect during 14 days

**Extend validity date:**

- I did not connect for 90 days, my account has been deactivated
- I need to extend my user access

**I need more/less authorizations**

Beforehand, gather all the necessary authorizations. Consult our Customer Support. By sorting by application, you can find the corresponding form.

*Do not forget*: most of the time the approval of your manager is mandatory; sometimes approval of other stakeholders will also be required.

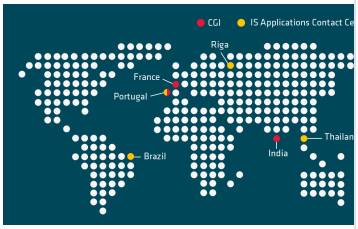
The IS Applications Contact Center can be reached via **Freshdesk tool** or by phone on ** 9100 (Cheyenne Sites) or 351 21 831 9100.

(Cheyenne sites)
or **+351.21.831.9100**

From 8 a.m. to 6 p.m until 10 p.m local time during the financial closing periods.

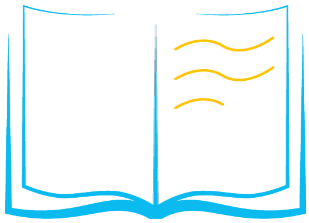
For urgent tickets (P1, P2) and only if the ticket is in English, handling time is extended to 24hx5. Urgent tickets are handled by the IS Applications Contact Center open at the time of ticket takeover. For example, at 11pm GMT tickets P1, P2 are handled by Curitiba IS Applications Contact Center.

The IS Applications Contact Center is located in three geographical zones:




- Lisbon in Portugal for EMEA,
- Curitiba in Brazil for the Americas zone,
- and Bangkok in Thailand for the Asia Pacific zone.

**4- TRAINING**



Training requests have to be created in the ISSP portal. ISSP is an online tool that provides the SBS IS training catalog for all users to properly select and request what they need.
Click here to know how to join or request a training sessions.

After your training request, you will receive a notification by email “ISSP Training notification [#xxx]” with a link that allows you to follow the status and verify that your manager has validated, which is mandatory.

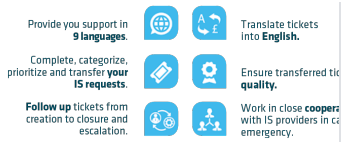
After this step, trainer will contact you for the details (date, timing, logistics). In case of an in-class Training, you will be responsible for the booking of a room.

**5- EVOLUTION MANAGEMENT**

Corrective maintenance is any maintenance performed to correct errors encountered as users interact with the system day after day.

It is all the requests for change and improvements of existing applications. The main objectives of evolution are ensuring the reliability and flexibility of the applications.

By creating a ticket in Freshdesk including the exact details of the evolution.




No, it is not possible but CGI can contact you to get clarification if your ticket was created in English. Otherwise, communication will be with the IS Applications Contact Center teams.

No, If you use Sbs-solvay.freshdesk.com (support@solvaysbs.freshdesk.com) it automatically creates a new ticket not affected. So for any request, you need to call the IS Applications Contact Center **9100 or +351 21 31 9100 or go to Freshdesk (IS Request).

Escalation can be requested in the following cases:

- When urgent tickets (P1, P2) are not updated for more than one hour
- When a deadline planned in the ticket resolution engagement is overtaken.

In those cases, it is necessary to contact the IS Applications Contact Center by phone on ** 9100 ( Cheyenne Sites) or 351 21 831 9100. In case the answer provided by the IS Applications Contact Center is not satisfactory, you can contact the BRM or CRM of your entity.

**2- TICKET**

A ticket allows you to submit a request created in the Freshdesk tool when you have a problem on IS Applications such as SAP, SRM7, Qlikview, Dynasis, Documentum, Salesforce., etc.

Freshdesk is the tool used by Solvay to follow IS Applications requests, Procurement-to-Pay (PtP –for suppliers), Hire-to-Retire (HtR – for employees), Order-to-Cash (OtC – for clients), Record-to-Report (RtR – for accounting - soon in Freshdesk) requests.

It is possible to create a ticket in 9 languages:

- English,
- French,
- Portuguese,
- Spanish,
- German,
- Italian,
- Chinese,
- Korean,
- and Thai.

However, It is strongly recommended to create your ticket in English for a faster and more efficient resolution of the issue.

If my request is mostly related to business activities, I will submit on the “PtP request”, “RtR request”, “OtC request”.
If my request is related to applications or software I will select “IS request”.
Finally, for all requests on HR, I will select “HtR request”.

To find out more about the 10 Best Practices to create a ticket in Freshdesk, click here

The number of resolution steps for the ticket will depend on the complexity of the request.
To know more about a ticket’s resolution process, click here.

To follow your ticket, you have to connect to Freshdesk and go to the ticket tab to find your ticket.
Alternatively, you can contact the IS Applications Contact Center on **9100 (Cheyenne sites) or +351 21 831 9100.

The delay of resolution depends on the complexity and the priority of your ticket.
Click here to consult the prioritization matrix and the nature of tickets.
CGI is committed to resolve the ticket in a defined period of time for Services including Access Management, Support and Incidents in the following conditions :

- CGI is autonomous to resolve the ticket : CGI is the only stakeholder in the resolution process meaning the application is supported by CGI and no other parties need to be involved ( e.g: IBM for server, …)
- All the information has been provided.
- 24 x 5 and follow the sun principle: each Contact Center is available from 8am to 6pm local time of user. Tickets submitted outside these working hours will be handled next day. Exception for P1/P2 tickets submitted outside normal working hours written in English that will be handled by the available Contact Center.

If I'm satisfied by the solution provided, the status of the ticket will be automatically « closed » after 7 days. If I'm not satisfied with it, I can re-open my ticket.

Just click on the link in your ticket notification and reject the solution provided with all the details possible (button reply).

## Popular topics

blocked URL
blocked URL
blocked URL

What platform should you use to store and manage your documents?
Google forms & Qualtrics: how to build secure Solvay surveys?

Content publication: choose the best platform to communicate to your audience

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# All you need to know to contribute

Contribute to SBS IS - Customer Support