

Elementum vs. Zendesk

Elementum is the built-for-supply chain Zendesk alternative your business needs.

The World's Top Brands Use Elementum



CORNING

dyson

NOVARTIS



KÄRCHER



MCGEE & CO.

KEN'S
A Family Owned Company

PATTERSON
DENTAL



A Modern SaaS Platform Built Specifically for Supply Chain

You wouldn't expect Customer Support to solve your supply chain problems, so why would your supply chain depend on Customer Support software? Elementum is built specifically for supply chain management with the dashboards, analytics, and connectors you care about.



Zendesk

	elementum	Zendesk
Single Source of Truth Manage all your supply chain processes and exceptions in one place	●	●
Pre-Populated Workflows Increase productivity and accountability with pre-defined workflows	●	●
Direct Collaboration with Supply Chain Partners Message, assign tasks, set reminders, and share information with your SC partners	●	◐
Supply Chain-Specific Visibility Set processes based on supplier, product, SKU, site, shipment, customer, etc.	●	○
Case Management Predefined templates for managing to customer support requests	◐	●
Process Automation Utilize REST APIs to send or receive information automatically from your SC systems	●	◐
Personalized Dashboards & Analytics Create your own personalized dashboard to see the information you care about	●	●
Real-Time Insights Leverage SC-specific capabilities to identify trends and implement corrective actions	●	◐
Self-Administration No IT, no coding, and no developers required. Go-live typically within 30 days	●	◐
Built Exclusively for Supply Chain Built for supply chain and supported by a team with deep supply chain knowledge	●	○

Users Prefer Supply Chain Service Management by Elementum

“Finally a Tool that makes sense”

★★★★☆ June 29, 2020

I absolutely love that the Incident Management System provides the ability for the business to assign an administrator who has the access to configure field values as needed without requiring IT or Elementum Support to become involved! That is a big win to me. I am also impressed by the ease in which the administrator can add master data to the IMS. I find the system itself to be very easy to use.

Tracey T.
Transportation/Trucking/Railroad
10,001+ employees

“I highly recommend Elementum”

★★★★★ June 19, 2020

The fact that I was able to launch this new software to 100 people by simply hosting a 30 minute online training and answering a few questions was remarkable. That speaks volumes to the usability and intuitiveness of the platform and it is one of the major reasons why I tout Elementum to others as often as I do. It is so easy to roll out.

Cari T.
Food & Beverages
1001-5000 employees

“Love Elementum!!!”

★★★★★ June 19, 2020

I find using Elementum easy to use. It is a great tool for tracking and accountability. What I like most about this software is the ability for everyone to comment/upload into one file without sending emails over and over. Everything is stored and easy to find when needing to go back into an incident.

Stacey P.
Food & Beverages
501-1000 employees

Supply Chain Service Management is a New Way of Operating

Centralize, standardize, and automate



Increase Productivity

Centralize information across departments and streamline communication, even with external partners.



Protect Revenue

Keep inventory balanced, and quickly mitigate delays or quality issues to meet spikes in demand.



Eliminate Costs

Monitor risks in real-time to catch losses before they happen. Identify trends and opportunities to lower costs.

Customers See the Value



60%

Faster Resolution



\$300M

Revenue Protected

MCGEE & CO.

\$120K

Saved In One Month

“When it comes to the supply chain, it’s all about how quickly a company can take action. With Elementum’s real-time insights, our supply chain will be able to react immediately, instead of waiting weeks or months after a problem arises.”

- Cheryl Capps, SVP of Global Supply Chain