



Business Challenge

Every day Incidents happen within IT & Business systems as a challenge, along with stress and anxiety they cause. Weak Incident handling process will have negative impact on your business. To have efficient and effective service desk to handle all your incidents, you should have supporting software tools for Incident Management that facilitates restoration of normal operation of an IT Service, as early as possible.

How Smart Suite Incident Management can help you?

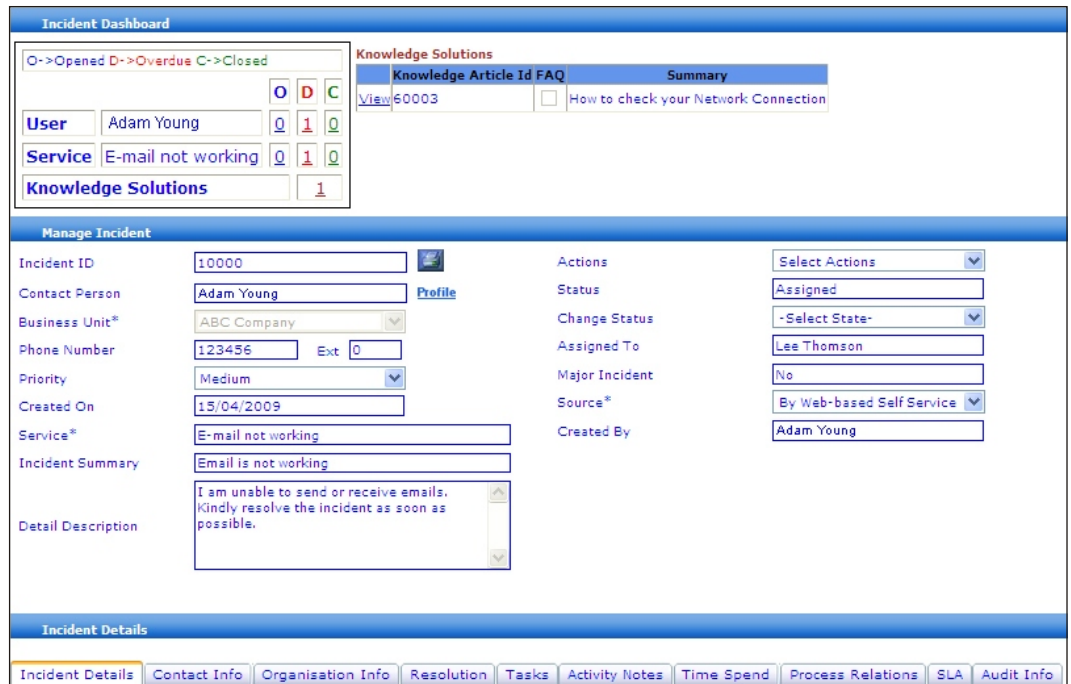
SMART Suite Incident Management would improve the quality of your IT Service, productivity and customer satisfaction; reduce costs and achieve operational excellence using an single out of the box Interpreted software solution.

SMART Incident Management enables :

- Quick Incident logging mechanism using multiple channels (Web, email, telephone & event alerts).
- Automatic classification & prioritizing
- Auto Rule based assignment to Associates
- Auto Escalation if SLA is breached
- Integrated surveys for customer feedback
- Closing the Incident with reason code
- Linkage to Knowledge base

Key Features :

- Context sensitive Dash boards for assistance to support staff.
- Automatic Individual/Group Assignments as per workflow rules.
- Automatic Email/SMS Alerts upon change of incident status.
- Integrated with Knowledge, Problem, Change & Config. Mgmt for complete documentation.



Business Benefits

SMART Suite Incident Management will offer you the following benefits :

- Reduced cost of operation.
- Minimize service disruptions.
- Improved quality of service.
- Unified call logging and resolution mechanism for geographically diversified locations.
- Use ITIL best practices for IT Service improvements.
- Reduce repeat Incidents using a pro-active approach.
- Develop Knowledge base, based upon problem solving experience.
- Enhance the Business unit's confidence and perception of IT Systems.

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Business Challenge

The challenge of effective IT Service management is to analyze to causes of incidents and permanently remove them by providing solution for recurring incidents. Lack of effective problem management techniques will cause high costs and low motivation for both users & Support staff, since similar incidents have to be resolved repeatedly without anyone able to provide permanent solution.

How Smart Suite Problem Management can help you?

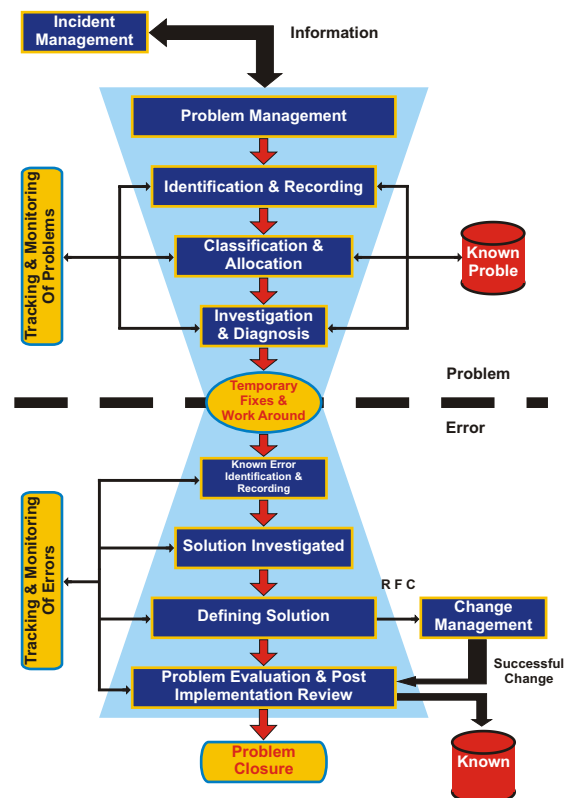
SMART Suite Problem Management extends Incident Management by providing workarounds and temporary fixes, until it has found the root cause of Incidents. Problem Management depends on reviewing all the accurate information of Incidents to enable reactive and pro-active analysis of the underlying root cause. SMART Problem Management allows IT Staff to become pro-active & helps them to get solely out of the fire-fighting mode, by identifying Problems & Known Errors before the Incidents occur.

SMART Problem Management enables :

- Identify, register and classify the problem.
- Perform investigation & diagnosis.
- Provide workaround.
- Identify known errors.
- Resolve and close the problem.

Key Features :

- Escalates Problems after pre-defined thresholds of SLA's have been breached.
- Facilitates the generation of customizable management reports for trend analysis.
- Facilitates the association and maintenance of the relationships between Incidents, Known Error records and RFCs.
- Allows links with the Computers/Config Items in CMDB to enable the updating of Problem records with Configuration information.
- Closure of problem automates the closing of all incidents related to a problem.



Business Benefits

SMART Suite Problem Management will offer you the following benefits :

- Reduction in the volume of Incidents.
- Provide Permanent Solutions to resolve known errors.
- Improve first-time fix rate by service desk, by using knowledge of previously resolved incidents and problems.
- Detect and fix issues before the users notice report an Incident.
- Improve quality, productivity and morale of technical support staff.
- Analyze the pain points that are taking up staff resources.

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