



Business Challenge

Improving the satisfaction level of Internal & External customers and reducing operating costs are critical for Organizations to succeed in the new world economy.

Service Request Management

SMART Suite Service Request Management (SRM) system stops paper at the source, helping companies increase accountability and boost productivity. SRM is used by service desk professional from IT, HR, Finance and Administration Departments to support service requests. Service Support Associates can view the requested services, access customer data, check the required approvals and resolve the service requests.

Implementing SMART SRM will achieve the following :

- Provide all standard services using SRM (such as getting new hardware, new software media and other HR, Payroll & Facilities services).
- Provide a uniform mechanism for processing service requests, by giving reliable information on availability of service requests and implement an approved process of how to obtain them.
- Assist in General Information's, queries and complaints

Catalogued Service Request

SOLUTION DATA SHEET SERVICE REQUEST MANAGEMENT

Authorizations, Assignments & Escalations Alerts

SMART SRM automatically routes the service requests for any number of required approvals and then assigns the request to appropriate support associate based upon the rules defined in the workflow. If the SLA is breached an escalation alert can be sent to the concerned manager for further action.

Online Approvals for Service Request Processing

Survey Management

In order to achieve continuous service improvement, conduct online surveys to gather customer feedback and service satisfaction levels.

Integrated & Robust Architecture

SMART SRM shares a common architectural platform with other modules of SMART, offering a wide range of functional and technical features along with flexibility. All modules of SMART IT Service Management solution communicate with each other and offer key features such as role based security, business rules definition, administrator tools, dashboards, graphical reports and many more features.

Business Benefits

SMART Suite SRM will offer you the following business

- Streamline and automate all Service Request across the organization.
- Reduce business service resolution time and service costs using web-based tool.
- Develop Knowledge base for online help, guidelines and checklists.
- Reduce phone call volumes by providing web-based self-service to your employees or customers.
- Enhance the Business unit's confidence and perception of IT Systems.
- Improve Customer Satisfaction & Service Staff efficiency levels.

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