



SMART Service Desk – Products Suite

IT Service Management, Help Desk
& Customer Service Software

***Automate your Service in a
SMART WAY***

ITIL V3, ISO/IEC 20000:2011 & ISO 9001
Enabled Service Management System.

Benefits with SMART Service Desk Suite

- ✦ Reliable & Scalable Solution for service providers to deliver services for mid-sized to large companies
- ✦ Save time and money by making your staff more productive and your Processes easier to manage.
- ✦ Keeps your customers informed and satisfied with quality of service.
- ✦ Increased IT infrastructure and service reliability.
- ✦ Minimal system administration required (< 30 minutes per week).

SMART value addition for your Business

- ✦ Reduces call volumes and increases satisfaction with Self-Service Help Desk.
- ✦ Leverage your existing support resources.
- ✦ Provide service and support 24x7.
- ✦ Enable customers to solve their own problems through the internet.
- ✦ Realize maximum business benefit's while keeping the Total Cost of Ownership (TCO) at a minimum.

SMART Key Features

- ✦ ITIL V3, ISO/IEC 20000:2011 & ISO 9001 enabled software
- ✦ Integrated Incident, Problem, Change, Service Request, CMDB, SLM, Availability, Knowledge & Survey Management.
- ✦ Integrated with SMART Quality Management System for Continual Service Improvement program support.
- ✦ Fully-automated Email / SMS integration and communication.
- ✦ Multi Language Support (English, French, Spanish, Arabic & ready to support many more Languages).
- ✦ Integrate with IVR Call Center & IP-PBX systems for Service Desk.
- ✦ Multi Channel Call logging (Web Portal / Phone / Fax / Email / SMS / System Events).
- ✦ Integrations available with MS Active Directory, Microsoft's System Center Operations Manager & Configuration Manager.
- ✦ Automated Workflow / Escalations / Approvals.
- ✦ SMS, Email, Twitter Alerts & Other Social Networking Sites Integrations.
- ✦ Manager, Supervisor screens and dashboards
- ✦ Reporting - standard & customized.
- ✦ Enhance Support Staff, Employee Productivity & Customer Interactions with iPhones, I pads, Andriod, Blackberry & Other Mobile SMART Phones Application support.

Benefits with SMART Service Desk Suite

To manage your critical business services, you can rely on SMART Service Desk Suite, to enhance quality of products and services you deliver.

SMART Service Management Solution can streamline the IT operations by automating major areas of ITIL V3 Service Operations like Incident, Service Requests, Problems, and Service Desk Function. You can benefit from enhanced support by streamlining ITIL V3 Service Transition processes such as Change, Release, Service Asset - Configuration, Knowledge and Service Evaluation in an integrated environment.

New updated ITIL V3 functionality has IT Asset Management (ITAM): Complete Asset Lifecycle Management, Automatic IT inventory discovery, Software Asset Management and Software Metering and Financial Management Features such as charge back, budgets and financial reporting as per your requirement.

You can install SMART Service Desk software on your own servers or use SaaS hosted services option as well to get started quickly.

SMART Service Desk Suite – Integrated Modules

Incident Management - Simple and easy to use incident logging & resolution process

Service Request Manager - Automated request fulfillment system through integrated service desk, service catalog & approval system.

Problem Management - Quickly identify, monitor, resolve problems pro-actively.

Event Management - Automatically record & capture infrastructure events using Integration with Microsoft Operation Manager. Generate Automatic Alert Notifications, Upon Un-availability of Server/Database or any IP Device

Service Asset & Configuration Management(CMDB) - Standard asset, inventory and computer equipment tracking.

Service Level Agreements & Contracts Management - Measure adherence to service levels & manage all vendor contracts.

Change Management - Manage all changes as per ITIL guidelines.

Release & Patch Management - Ensure approved hardware & business applications are fully tested before being released into the live environment. Automates all windows related patch deployments.

Knowledge Management - to Develop your own Knowledge repository for support staff & users.

Parts & Inventory Management - Complete life cycle support for assets/parts purchasing and management

Business Benefits

Reduce costs through faster resolution times.

Transform your Helpdesk into a consolidated Service Desk.

Measure and improve staff efficiency based on optimal utilization.

Improve first contact closure rate using context driven knowledge base.

Use ITIL and ISO/IEC 20000 enabled software to ensure a reliable IT and business services infrastructure.