

# SMART Suite Help Desk for Education



## THE SMARTEST, MOST EFFICIENT WAY TO SERVE AND SUPPORT EVERY STUDENT, FACULTY AND STAFF MEMBER IN SCHOOLS & COLLEGES.

SMART Suite Help Desk is useful in public & private schools, colleges, universities and other training institution, enabling them to provide a streamlined support service with complete audit trails and has a rapid return on investment (ROI).

Responding to high volumes of calls, emails and repetitive questions across your schools & college campus burdens your support department, decreases satisfaction and raises overall costs.

**Educators rely more and more on internet technology to develop, distribute and deliver content to their students and provide a quality learning experience.**

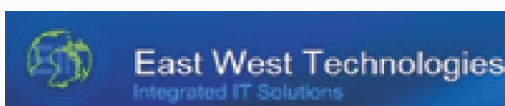
SMART Suite offers the perfect solution to enable you to provide the best possible help desk service for your educational environment, with a most complete online customer service experience, no matter how many facilities, campuses and locations you serve, no matter where in the world your students and staff are located.

## ESTABLISH A COMPLETE SELF-SERVICE SUPPORT CENTER

Like all Service Providers, educational institutions management is under constant pressure to provide quality support services without increasing technical & office administration staff. The more self-service you can offer, the better. With SMART Suite, your portal provides a complete, professional 24x7 support presence that matches your unique needs.

Students, faculty and staff have immediate access to a robust knowledgebase where they can help themselves to class and exam schedules, manuals, policies, and all the latest information. In addition to providing student support, you can also set up your portal to allow faculty and staff to help themselves with leave, loan and travel requests and access to other internal documents.

When more assistance is needed for a particular service, students and faculty can easily submit a trouble/service request ticket right from the web, and can view its status and receive an automatic Email & SMS notification when it's resolved.



### **EAST WEST TECHNOLOGIES FZE**

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## ESCALATION

**SMART Suite provides unlimited escalations pathways depending on the service been provided.**

Typically, in primary and secondary schools the first line of support is a teacher or staff member, on campus, who has some technical knowledge, Second level support is escalated to a district level help desk. All this workflows can

## VERY USEFUL FOR DISTANCE LEARNING AND ONLINE EDUCATION



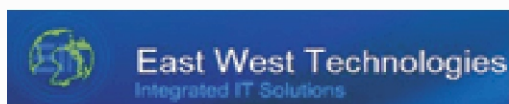
As online classes grow in popularity, providing easily accessible support from a distance is imperative. With SMART Suite web-based campus support allows you to offer personalized support from any Internet connection anywhere in the world. Your students always have the support they need, no matter when they're online.

## EASY TO USE

Standard SMART Suite Implementation is done in days unlike months for other products. We have ability to provide you both installed software or on-demand hosted software option. As a SaaS (software-as-a-service) provider, we deliver our product suite over the Internet using a secure, robust, scalable application and system architecture that requires no software downloads or internal resources to support and maintain the product. We offer a world-class hosting facility which enables 99.5% uptime for every SMART Suite customer.

## BENEFITS WITH SMART SUITE

- ✦ Easy to use quickly build momentum and usage campus-wide.
- ✦ Can also be used to broadcast news alerts by Email or SMS
- ✦ Reduce repetitive inquiries and the high volume of technical support calls and email.
- ✦ Provide students, faculty and staff with the latest information.
- ✦ Provide high availability system to students and faculty.



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