

# SMART Suite

## Customer Service Software for Manufacturing



WITH A SINGLE INVESTMENT, THERE'S NO SMARTER AND MORE EFFICIENT WAY TO SERVE, SUPPORT, RETAIN, ENGAGE WITH AND MAXIMIZE THE VALUE OF EVERY CUSTOMER, SUPPLIER AND EMPLOYEE.

Manufacturers are facing an increasingly difficult global market. Price pressures from low-cost suppliers combined with compliance issues and the burgeoning demand for raw materials have all increased the cost and complexity of doing business. Manufacturing organizations must do more than react to market challenges and constraints. They need to streamline operations to optimize costs, collaborate with suppliers, and react to changing customer demands. Customer support has evolved into a differentiating point in the industry since Manufacturing companies usually have international customers in different cities, countries and time zones. SMART Suite Customer Support Software's can be deployed to streamline processes and reduce costs.

There can be two sets of external interactions when it comes to a manufacturing industry, mainly supporting the suppliers with regards to their orders and other would be the customers/clients to give them support regarding the finished products. SMART Suite can be used by manufacturing companies and industrial organizations in order to support their customers and suppliers apart from using Help Desk function to support and serve internal employees.

***SMART Suite Customer Service™ software has integrated customer portal, knowledge base, Online Surveys and Incident and service request ticketing in one dynamic, tightly unified system that manages all your support needs.***

SMART Suite's offer you software both as installed option on your own servers or as on-demand SaaS (software-as-a-service) model, that keeps you up and running and your users happy no matter where they are situated. In SaaS (software-as-a-service) option, we deliver our product suite over the Internet using a secure, scalable application and system architecture that requires no software downloads or IT help.



### IT ALGERIA

Centre d'Affaires Cyberparc de la Nouvelle Ville de Sidi Abdallah Zeralda  
- Alger - Algérie

Website : [www.italgeria.com](http://www.italgeria.com)

Phone : ( 213 ) 2110 0323

Email : [a.gaoua@italgeria.com](mailto:a.gaoua@italgeria.com)

## PROMOTE SELF SERVICE

SMART Suites ready to use personalized portal provides a complete, 24/7 support presence to match your organizational needs. All users will have immediate access to a robust knowledge base, using which they can help themselves to with best practices, known errors, frequently asked questions and the latest product documentation, manuals or downloads.

Your customers can easily submit even the most complex problems and track the step by step progress of their support tickets right from the Web, without ever having to contact your support team. A complete ticket history is always available for customers to store, reopen, or post comments to resolved tickets.



## MANAGE YOUR EXPENSIVE SUPPORT STAFF EFFICIENTLY

Using SMART Suite you can be smarter about how you use your internal support staff. Monitor individual customer service representative's performance and productivity. You can keep track of which service level agreements are met and which are breached.

## USE FEEDBACK TO DRIVE YOUR ORGANIZATIONAL VISION

You can use SMART Suite Survey Management for conducting online surveys for your customers, suppliers and employees.

Your customers:  
**Will they buy again?**



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## KEY BENEFITS WITH SMART SUITE

- ✦ Expedite the process of tracking and resolving issues.
- ✦ Be more proactive and strategic about driving customer satisfaction.
- ✦ Reduce incident and service request resolution times and repetitive inquiries.
- ✦ Reduce phone calls/email volume while improving overall level of service.
- ✦ Improve the productivity of support agents and reduce agent load.
- ✦ With SAAS option there is no need for expensive servers, software or IT support.



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