



SMART Suite : Enterprise IT & Business Service Management Solution Brief

Product Overview :

Solution Brief :

SMART Suite is a comprehensive, ITIL compliant; web based end to end solution for Service Desk, Help Desk and IT Service Management, with high-end enterprise class features and flexibility at a price that small and medium businesses can afford. SMART Suite enables enterprises or out sourcers to serve multiple customers with one server via a multi-tenant architecture.

Solution Highlights :

- ➔ **Integrated SaaS platform** : Lower initial costs, easier upgrades and integration with other systems.
- ➔ **Integrated ITIL® processes** : Establish effective and efficient integrated ITIL® processes.
- ➔ **Affordability** : 20% - 50% less in total cost of ownership.
- ➔ **Faster implementation** : Go live in 5-10 days not months.
- ➔ **Supports internal and external users** : A single system for both employees and customers.

Clients :

Business Challenges :

- ➔ **More incidents, less resources** : Doing more with less is the new norm for support organizations who must find ways to improve operational efficiency and lower costs.
- ➔ **Customer satisfaction** : Service requesters have higher expectations on getting their problem resolved. Problems that don't get resolved cause further frustration and dissatisfaction. This can permanently damage reputation and customer loyalty.
- ➔ **Reactive vs. proactive management** : Managers lack data and metrics to drive root cause & take preventative actions that could improve operations and customer satisfaction.
- ➔ **Knowledge management** : Difficulty in finding and training qualified personnel. Employees can't find information to resolve problems quickly. Solutions get re-invented over and over because best practices are not getting communicated and shared with others.
- ➔ **Scalability** : Managing multiple systems that quickly become obsolete and incapable of supporting growing business needs is a constant challenge.

Key client contacts :

- ➔ Director of Operations for service centers, IT Managers, IT Directors, Technical Support Manager, CIO's, VP of Quality.

Business solutions :

SMART suite of service management solutions provides seamless, out-of-the box workflow automation within and across key ITIL Processes, resulting in rapid organizational adoption and enhanced process efficiency.

Incident Management (IM) :

Incident Management aims to resolve incidents & provide business continuity by resolving user incidents as quickly and efficiently as possible. SMART Suite IM automates and streamlines the process of reporting and tracking incident tickets. An intuitive self service user interface enables reduction of call volumes and encourage user self-sufficiency by letting users search FAQs, knowledge solutions, and workarounds for common issues.

- ➔ Supports fast logging with standard templates.
- ➔ Expedite incident resolution by providing ready to use knowledge solutions, known errors, and workarounds.
- ➔ Ability to prioritize incidents based upon business impact.
- ➔ Automatic SLA's time calculations and escalations.
- ➔ Auto case routing & escalation.
- ➔ Enhance customer satisfaction by responding quickly and efficiently to conditions that disrupt critical services.

Examples : Printer is not working, Email Service is down.

Service Request Management (SRM) :

Service Request Management (SRM) system stops unnecessary paperwork at the source, helping companies increase accountability and boost productivity. Service desk professionals from IT, HR, Finance and Administration Departments can view requested services, access customer data, check the required approvals and process service requests more effectively with SRM.

- ➔ Empower customers & employees to take more control over service requests through self service interface.
- ➔ Service Catalog for purchasing IT hardware / software and HR & Payroll support requests.
- ➔ Integration with Service Level Management to track and ensure compliance with SLAs.
- ➔ Setup Approval Workflow for processing Service Requests.
- ➔ Ensure consistency in service delivery and reduced costs through automation.

Examples : Request a New Laptop, Password Reset Request.

Problem Management (PM) :

SMART Suite Problem Management allows you to analyze the causes of recurring incidents & resolve them permanently.

- ➔ Enables pro-active approach to Problem Management by identifying Problems and Known Errors before Incidents occur and users notice them.
- ➔ Solve Problems using Knowledge search based upon keywords & services.
- ➔ Leverage past experiences to improve organizational learning.
- ➔ Reduced support costs due to lower incident volumes and higher first time fix rate.
- ➔ Closing problem closes all related Incidents.

Examples : New web-based application causes Internet Explorer to crash.

Change and Release Management (CRM) :

Change Management controls changes to the Infrastructure or any aspect of services, in a controlled manner, enabling minimum disruption. Release Management replaces ad-hoc implementation efforts with standardized and repeatable processes, thereby keeping enterprise environments stable and avoiding costly downtime.

- ➔ Control errant changes that lead to non-compliance and unplanned downtime.
- ➔ Supports automatic routing of change request to the appropriate authorization bodies like Change Advisory Boards (CAB) for approval.
- ➔ Supports monitoring and tracking of the life-cycle of a change request.
- ➔ Make informed change decisions and demonstrate accountability and traceability.
- ➔ Supports the planning, management and successful rollout of approved changes using Release Management.

Examples : Install Service Pack on Database Servers.

System Asset and Configuration Management (SACM) :

Configuration Management goes beyond conventional asset management, by keeping technical information on configuration item (CI) baseline, CI's statuses, ownership and location details. SMART SACM is integrated with Incident, Problem, Change & Release Management Modules.

- ➔ Tracks all hardware and software information.
- ➔ Track supplier and manufacturer profiles, lease and warranty contracts for each assets.
- ➔ Supports software licensing metering and compliance.
- ➔ Track and record software backups information.
- ➔ Supports all contracts information and with email alerts before contract expiration.

Examples : Determine which laptops have un-authorized software's installed.

SLA & Workflow Management :

SMART Suite SLA management module allows tailored service level agreements based on different business needs, hours of operation, quality of service and escalation.

- ➔ Define multiple support centers, business working hours and holidays.
- ➔ Publish your own service catalog.
- ➔ Enables you to pinpoint weak areas and take corrective action.
- ➔ Define notification and escalation protocols based on service level agreements.
- ➔ Re-assign requests to alternate resources.

Examples : Tracking number of SLA targets missed.

Knowledge Management (KM) :

Support personnel often “re-create the wheel “because they don’t realize that a problem was already solved by someone else. Leveraging this knowledge means less call volume and improved customer service. Only unsolved problems get escalated. The end result is a more lean and efficient operation.

- ➔ Streamlined reuse of enterprise knowledge.
- ➔ Context driven navigation of knowledge base through the dashboard and service catalog.
- ➔ Users creating incidents or service requests can view Checklists & HOW TO guides for specific requests.
- ➔ Text search on all fields.
- ➔ Search by call categories, type, service items and keywords.

Examples : Post recommended workaround for application software bug that won’t be fixed until the next release

Reporting :

SMART Suite has real-time and ad-hoc reporting capabilities with highly sophisticated reporting system that includes out of the box reports for the most commonly used metrics.

- ➔ More than 150 pre-defined reports.
- ➔ Make custom reports without expensive reporting software.
- ➔ Export reports in .xls, .csv, .PDF, XML and other popular formats.

Examples : Incidents Resolved By support staff within SLA & After SLA

Surveys :

Conduct online surveys to gather customer feedback on quality of service and use data to drive continuous improvement.

- ➔ Create multiple service types.
- ➔ Automated email survey invitations when incident or service request is closed.
- ➔ Unlimited user definable fields for survey questions.
- ➔ Survey results in graphical format.

Examples : Send customer satisfaction survey to customers after a major change.

Business solutions :

Organizations typically experience a multitude of benefits from SMART Suite, many of which are specific to improvement of support center operations and customer satisfaction. In addition to these client-specific benefits, there are a number of common improvements and benefits experienced by most clients. These are listed below :

Faster closure time :

- ➔ Routine incidents and service requests are resolved quickly and proactively. Standardized workflow streamline the service workflow and improves operations.

Best practice process management :

- ➔ Using an ITIL 3.0 compliant framework SMART Suite eliminates confusion on how to close an incident, respond to service requests, manage a problem, or implement a change across the enterprise. Productivity improves significantly as a result of implementing a standardized environment.

Better knowledge management :

- ➔ Best practices can be accessed and immediately put to use by support center employees reducing error rates and time spent finding information.

Metrics for monitoring and tracking :

- ➔ SMART Suite provides access to all data in real-time, so you can quickly create reports to monitor and track the health of your operation. These metrics can then be used to drive continuous improvement.

Ease of deployment :

- ➔ SMART Suite typically takes 5-10 days to implement... not months. Our software-as-a-service (SaaS) platform option reduces the time & resources required for implementation & future upgrades. Installation & configuration is quick & simple. We manage the project from start to finish. We help develop the proper scope for your project, document the critical process flows, configure SMART Suite, & manage risks to ensure a successful implementation.

- ➔ Need to integrate SMART Suite into your HR, ERP, or PLM system? By partnering with IIT we can provide any custom integration needs in a manner that will minimize startup costs and time and maximize the effective use of SMART Suite. IIT is a Microsoft Partner and has deep expertise in integrating SQL Server applications such as SMART Suite with other systems.

Success Stories :

A selection of success stories from companies that have successfully implemented SMART Suite.

Financial Services provider :

Problem : Need to improve customer service and visibility in the IT Service Organization

Solution : Implemented SMART Suite Service Desk with Incident, problem, change and release management. And also enabled SMART asset Discovery Tool, which allowed linkage of Incidents with Assets.

Result : Customer Satisfaction rating improved from 4 to 8 after implementation of Service Desk

Consumer Products :

Problem : The organization had a distributed network and infrastructure environment with multiple business units located throughout the world. The company's rapid growth, coupled with diverse regulations, put higher demands on the IT department

Solution : SMART Suite ITSM enabled Integration of all IT service management processes. With SMART Suite Change Management electronic authorization of change requests was done. Web based self-service portal solution expedited the rolling-out of solution to other subsidiaries worldwide

Result : SMART Suite ensured effective handling of changes & 40% less time is now required to release new changes.

Banking Institution :

Problem : Need for a 24/7 support system & create a Single Point of Contact (SPOC) service desk.

Solution : Implemented complete SMART Suite Service Desk which automated service desk processes and lowered cost of support operations.

Result : 50% reduction in average resolution times has been achieved.

Automotive Dealer :

Problem : Need to meet Strict Regulatory Requirements & Manage support costs.

Solution : For supporting regulatory requirements and manage the growing support costs, SMART Suite Change Management was implemented first. The reason for selecting this solution, was its tight alignment with the IT Infrastructure Library® (ITIL®).

Result : ITIL Program has resulted in 22% reduction in IT operating costs.

Retail :

Problem : Help desk staff were not able to provide quality support and lost credibility with their users.

Solution : SMART Suite Service Desk with (Incident, Problem, Service Request, Change and Knowledge Management) enabled the support group to go from a reactive approach, in which the staff was unable to track or monitor its workflow, to a proactive model, with a centralized support system and tracking, monitoring & escalation capabilities.

Result : Implementation of problem and change management resulted in 50% reduction in number of recurring incidents.