

SMART Service Desk

SOLUTION BRIEF

IT Service Support Management Software - ITSSM

The complete modular Service Management, Governance and Risk Compliance solution



**SMART Service Desk**  
is Certified by Pink Elephant for  
11 ITIL Processes



SMART Value Proposition



**Productive on Day 1**

Installed in minutes; Configured in hours.



**CAPEX or OPEX - Your choice**

From Cloud or On-Premise



**Tool grow with your needs**

Ability to scale from 200 to 20k+ users



**Deep Business Insights**

125+ KPI Based Standard Reports & Dynamic reports



**ROI**

Enterprise class features, affordable price



**Mobile Support**

Mobile applications support for Android, iPhone/iPad



**Support a multi-ethnic workforce**

Multi Lingual Application



**Tailored to your needs**

Easy Customization and Administration without need for Programming



**Integrate with popular solutions**

System Center, Nagios, Twitter, VOIP, Contact Center, ERPs (Oracle EBS, SAP, AX)

Contact CSG to obtain this solution:

E-mail: [sales@csg-mea.com](mailto:sales@csg-mea.com)

Phone: +2 02 2671 4062

or +2 02 2671 4043

[www.csg-mea.com](http://www.csg-mea.com)

## Key Features

### Integrated Platform

Offering integrated ITSM, Service Monitoring and GRC Platform.

### Flexi-Screens

Modify Screens without programming

### Dashboards

Real-time dashboards with personalized views

### Workflows

Easy to Configure Workflow for business processes automation.

### Dynamic Reports

Measure standard ITIL KPIs (standard, adhoc and scheduled)

### Security

Single Sign On using AD or any custom provider

## Benefits

### Increase Productivity of staff members

Easy to Configure Workflows, for work assignment, multi-level approvals and escalations

### Reduced downtime

Use problem management to identify root cause of incidents to avoid recurrence

### Optimization of SLAs

If services are managed based on service levels, penalties / disputes can be avoided

### Reduced resolution time

Easily copy knowledge articles into resolutions to save time of support engineers

### Speed up implementation of changes

Changes can be implemented without causing downtime, rework, or rollbacks

### Better utilization of IT resources

Through asset management of (infrastructure, licenses etc..) resources can be effectively utilized

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## SMART Service Desk Solutions

Process / Feature	Help Desk/ Case Mgmt CRM	Service Desk Plus	ITSM Suite Lifecycle Mgmt ITSM	Governance & Risk Compliance Mgmt GRC	IIT Service Support Mgmt ITSSM	Add on Modules on demand
Incident/Case Management	●	●	●	●	●	
Service Level Management	●	●	●	●	●	
Service Catalog Management	●	●	●	●	●	
Knowledge Management	●	●	●	●	●	
Survey Management	●	●	●	●	●	
Email Ticketing	●	●	●		●	
Dashboards & Reports	●	●	●	●	●	
Service Request Management		●	●		●	
Problem Management		●	●		●	
Change/Release Management		●	●		●	
Portfolio Management			●		●	
Project Management			●		●	
Configuration Management Database			●		●	
Asset Management			●		●	
Software Asset Management			●		●	
Procurement & Vendor Management			●		●	
Contracts Management			●		●	
Service Continuity Management				●	●	
Risk Management				●	●	
Audit Management				●	●	
Compliance Management				●	●	
Projects Management				●	●	●
Auto Asset Discovery						●
Event Management						●
Mobile Apps - Android & Apple IOS						●
Website/Social Media Integration						●
Contact Center Integration						●
Barcode Integration						●
Advanced Active Directory						●
Nagios/Zennos Integration						●
3rd Party ERP/CRM Integration						●
Integration with IOT Devices						●

Powered by Internet Information & Technologies USA – [www.smartservicedesk.com](http://www.smartservicedesk.com)

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*Other SMART Service Desk Solutions*



Governance & Risk Compliance



Audit Management Software



Service Sector Edition



Enterprise Asset Management



Case Management Software



Risk Management Software

**For more info please contact:**

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