



## About: Liwa International School

Liwa International School, a prestigious private school in UAE, was founded in 1992. It serves a large number of student base, with highest quality of education. School management's commitment to quality of education is supported by international quality assurance certificate, ISO 9001. School offers its students a path to prosperity and success, based on continual self-assessment, improvement, & change.

Core values of Liwa school are "Respect, Tolerance, Integrity, Achievement, Fairness, Transparency, Care and Team Work.

## Challenges

**The business challenges that led the Liwa Schools Management, to evaluate & ultimately select SMART Service Desk Software were following:**

- The high costs for administering and maintaining Service Desk solutions.
- Solutions being heavily customized, making it difficult to upgrade.
- Solutions lacking self-service, mobile, and collaborative features.
- Solutions lacking reporting and analytics.
- Supporting the business with new apps and service

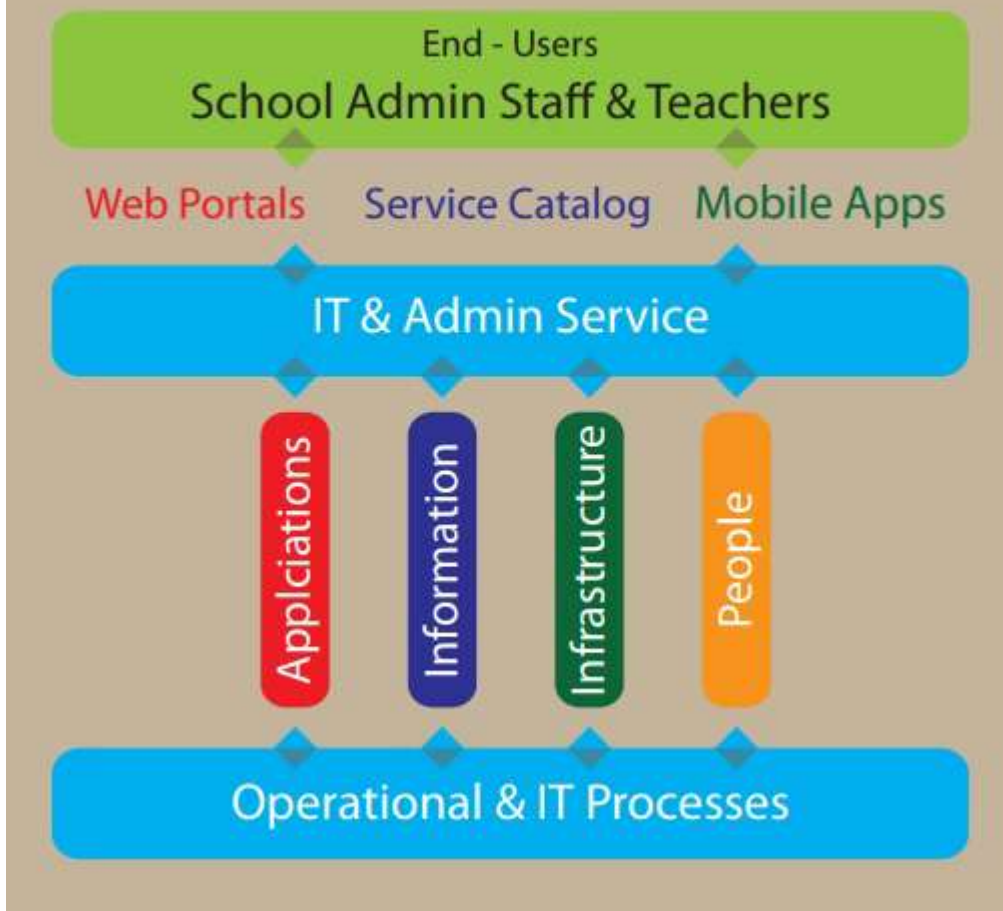
## Solution

Our services were user friendly, time saving, dependable and had many ITIL® best practice offered out of the box. Previously the users had struggled in processing their requests, but with our new Integrated Software Solution they accomplish these tasks efficiently in no time. Portals and Catalogs were redesigned using Smart Service Desk architecture. Now users in Liwa School tackles their issues through flawless, SaaS based centralized self-service portal and state of art mobile applications for helpdesk & school staff. Implemented information services for service automation in school environment, using ITIL processes such as Incident Management, Request Fulfillment, Service Catalog, Portfolio Management, Service Level Management, Business Automation Workflows & Survey Management, to get feedback on a continuous basis from school staff.

Liwa School, Evaluated the following vendors, before choosing SMART Service Desk

- Service Now
- Manage Engine

## SERVICES TO PROCESSES MAPPING



### Quick Wins

- While configuring SMART SERVICE DESK, over cloud, we brought a great deal of value to improve services in all departments.
- We offered many out of the box modular solutions in one go.
- Streamlined the support required for service provision.

### Results

Smart Service Desk has redesigned and accomplished its broad range of services automation to Liwa School in a very brief period of just one month at a very affordable price.

**School Management experienced the following benefits or improvements since implementing the SMART Helpdesk Solution :**

## Highlights

- Improved service levels
- Enhanced customer satisfaction
- Improved 1st line of resolutions
- Delivered new services in a systematic manner
- Reduced costs of service delivery across the school
- Improved Mean Time to Repair (MTTR)

*"Smart Service Desk is very user friendly and easy to use, for even those users who lack IT experience. I strongly recommend all schools to implement this solution, so that supporting services in schools are robust, scalable and measurable."*

*Dr. Shereen Gobran - School Principal*

*"Excellent Help Desk capabilities based on ITIL® standard of UK, helped our schools to meet IT audit standards. We look forward to renewing our SaaS subscription in coming years. We have selected SMART Service Desk, due to its approval of ITIL® processes, by Pink Verify, which gave us assurance for 100% ITIL® Compliance."*

*Eng. Tariq - IT Head*



IT Service Management

System Asset & Configuration Management



Governance, Risk and Compliance

Customer Relationship Management



*"Enterprise Service Desk for the price of Help Desk"*



- INCIDENT MANAGEMENT
- PROBLEM MANAGEMENT
- REQUEST FULFILLMENT
- CHANGE MANAGEMENT
- EVENT MANAGEMENT
- KNOWLEDGE MANAGEMENT
- SERVICE LEVEL MANAGEMENT
- SERVICE CATALOG MANAGEMENT
- SERVICE PORTFOLIO MANAGEMENT
- IT SERVICE CONTINUITY MANAGEMENT
- SYSTEM ASSET & CONFIGURATION MANAGEMENT



## Innovation through Simplicity... an Enterprise Service Desk

SMART Service Desk is an Enterprise level ITSM Solution developed using industry leading best practices and standards such as ITIL Framework, ISO 20000, ISO 27001, ISO 9001, AS 9001 and NIST. SMART Service Desk has key customers in number of sectors such as, Government, Banking, Insurance, Oil and Gas, Electronic Retailers, Manufacturing and Educational Institutions and is currently being used by more than 1 Million Users worldwide.

We offer SaaS solutions on Cloud and On-premise solutions that let you seamlessly manage services, customers and quality improvement programs. Available through any Web browser or mobile phones, our solutions are designed to help you shorten deployment times, reduce risks and lower costs, including support and maintenance expenses.

SMART Service Desk is Headquartered in Dallas, Texas with offices in Canada, Brazil, United Kingdom, South Africa, India and Partner Offices in Philippines, Indonesia, Saudi Arabia, Bahrain, Oman, Qatar and UAE.



**SMART Service Desk**  
Next Generation Service Automation



[www.smartservicedesk.com](http://www.smartservicedesk.com)

SMART Service Desk  
11652 Harry Hines Blvd.  
Dallas, TX 75229

972-750-0300

[info@smartservicedesk.com](mailto:info@smartservicedesk.com)