



SMART Service Desk

Next Generation Service Automation



The Art of Innovation for Service Automation



ABHIJEET
successfully implements
SMART Service Desk
IT Service Management Solution

About: Abhijeet

Abhijeet Group is a well-diversified business entity with significant presence in the core sector areas of Power, Mining, Ferroalloys, Steel, Cement and Roads. Abhijeet Group is a thorough professionally managed organization and takes immense pride in its highly committed, dedicated and dynamic workforce who is all set to chart out new avenues by converting their Dreams into Reality. The company has its Head office in Nagpur and branches in Durgapur, Ranchi, and Vishakhapatnam, Mumbai, New Delhi & Bangalore, Kolkata, Chandwa & Bhilai.

Abhijeet Group has implemented SAP R/3 to modules including Financials and Controlling (FICO), Human Resources (HR), Materials Management (MM), Sales & Distribution (SD), and Production Planning (PP) to cover all operational areas of business.

Solution Deployed At Abhijeet

SMART SERVICE DESK ITIL based IT Service Management Solution was deployed to enable the company to effectively and efficiently Manage, Monitor & Control IT Services and Increase, user satisfaction for all IT end user customers based all over India.

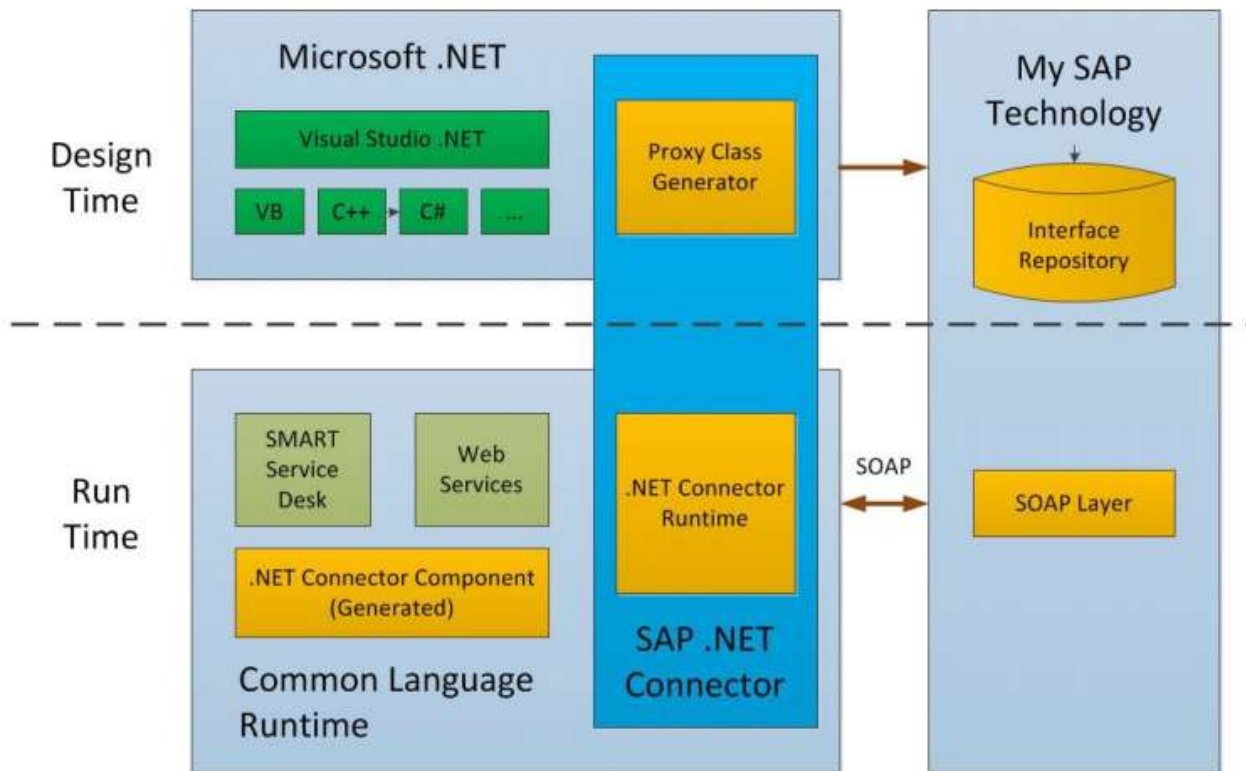
The implementation has been done at Head office on a Single Web Server and the application is accessed by all IT users, spread all over India to log incidents or service request in SMART Service Desk, users use either corporate network connectivity, Internet Based Self Service Portal, Email and Mobile Apps.

All processes for tickets assignment to support staff or approvals from Managers are now fully automated with out of the box workflow, which has online Approvals and Escalations to Head Office, in case of breach of Service Level Targets. SMART Service Desk Templates were created for all SAP Modules, which facilitated Incident Creation process for all SAP Users.

SMART Service Desk's Knowledge Base is used to develop Knowledge repository for all SAP and IT Related Procedures and User Guides.

SMART Service Desk has been integrated with SAP R/3 to avoid duplication of all master data such as (employee profiles and organizational structure)

Architecture Diagram – Integration of SMART Service Desk with SAP R/3



Challenges & Goals

- To automate IT, HR & Administrative services.
- To provide setup a single centralized, SAP ERP and IT Infrastructure Service Desk Support diverse geographical locations.
- To implement Service Level Agreement with Business Units.
- Develop a centralized Knowledge Base for all IT users and IT Support Staff, with different access levels.
- Provide comprehensive real-time Reports and Dash board, about IT Service Support and Service Delivery to Management.
- To maintain single HR & Organisational database.

SMART Service Desk Modules in use at Abhijeet

- Incident Management
- Problem Management
- Service Request Fulfillment
- Customer Surveys
- Knowledge Management
- Change Management
- Configuration Management - CMDB
- Service Catalog
- Parts & Inventory Management
- Service Level Management

Benefits

- Easy to use Workflow without Programming
- Accelerated 45 Days of Implementation
- Easy and SMART User Interface
- Easy, No-Cost Upgrades
- SAP ERP Mapping - Integrations & Readiness
- Lower Cost of Infrastructure
- Simple, Affordable & Scalable

"We are happy for our selection of SMART Service Desk JTJL based Service Desk, after looking at several options, including SAP JT Service Management Solution. Most were significantly more expensive and not as user friendly and feature rich as SMART Service Desk JTSM. SMART Service Desk JTSM has enabled us to provide a better JT support Service to our staff. Prior to its implementation, we had been providing support & maintaining records in Excel which was impossible to track call log & resolution reports. It has also given us the ability to provide better reports to our management team.

With SMART Service Desk we have higher visibility of the service desk function which allows us to communicate better with end-users, prioritise calls more efficiently and assign the right priorities faster. Our Head office can now track the status of each individual call. We recognised its ease of use, flexibility and manageability, Our goal of continual service improvement, can be easily achieved, with SMART Service Desk."

JT Manager – Mr. Ninad Dangur



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.



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