



SMART Service Desk

Next Generation Service Automation



The Art of Innovation for Service Automation

MEDGULF

THE MEDITERRANEAN & GULF INSURANCE CO. P.L.C.

MEDGULF

successfully implements

SMART Service Desk

IT Service Management Solution

About: Medgulf

Mediterranean and Gulf Insurance and Reinsurance (Medgulf) is a leading and respected insurance group providing the retail & institutional markets with comprehensive insurance coverage through its operations in various countries and serving its clients for more than 3 decades. Medgulf Group has a workforce of more than 1,400 employees dedicated towards serving its clients.

Medgulf insurance has Comprehensive Regional, International Connections and specializes in complex products such as Engineering Wrap-up Projects, Aviation and Property All Risks, Health and Life covers.

Challenges

- End-Users expectations and needs were demanding and expected faster service.
- No centralized service desk.
- In house solutions being heavily customized, were difficult and expensive to maintain.
- Lack of self-service, mobile, and collaborative features.

Medgulf Insurance evaluated the following vendors before choosing SMART Service Desk

- Service Now
- Axios Systems

SMART Service Desk solution, was selected after multiple rounds of evaluations, for the following reasons

- Product capabilities, specially ability to customize application forms without programming.
- Wide range of integrated solutions from IT Service Management to IT Governance & Risk Compliance.
- Multilingual capabilities & good support.
- Best value offered for the investment.

Solution Implemented

Medgulf insurance selected following modules of SMART Helpdesk for implementation

- Incident Management
- Service Request Management
- Service Level Management
- Service Catalog Management
- IT Assets & Configuration Management
- Procurement Management
- Knowledge Management
- Contracts Management
- Change Management
- Release Management
- Customer Self Service
- Workflow Engine
- Survey Management
- Advanced ITSM Management Dashboards
- Reports

Results

Medgulf insurances, investment in SMART Service Desk – ITSM has achieved

- Improved first line resolution of tickets.
- Improved service levels.
- Fast restoration of services.

- Streamlined delivery of new services.
- Improved customer satisfaction.
- Experienced fewer calls to the service desk (more self-service activity, due to use of knowledge base).
- Lowered the cost of making changes and the costs of infrastructure audits.
- Lost fewer business hours through reduced outages.
- Improved Mean Time to Repair (MTTR*).

*Mean Time To Repair (MTTR) is a basic measure of the maintainability of repairable items. It represents the average time required to repair a failed asset or configuration item.

"SMART Service Desk is the driving force, for us to incorporate JTJL® Best practices in our organization & helping us improve quality of Services."

Yamen W. Ramadan - Acting CJO

"Benefits of implementing SSD has largely outscored the costs for their return on investment."

Mohammad Felemban - JT Infrastructure Manager

"SSD is the great product that provides Comprehensive, out-of-the-box JTSM / JTJL® functionality and has easy configuration without requiring scripting / coding or specialized personnel."

Ateeq Mohammad - JT Quality Specialist



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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