SMART Service Desk
Next Generation Service Automation

NORTHERN CAPE PROVINCE TREASURY
successfully implements
SMART Service Desk
IT Service Management Solution

About: Nothern Cape Province Treasury

The Northern Cape Provincial Treasury (NCPT) required Information and Communication Technology (ICT) services to deliver on its core and supporting business functions. For effective governance of these services an ITSM solution was required for the implementation and management of quality information services to departmental and provincial official.

Modules / Features Implemented

➤ Incident Management

➤ Service Catalogue

➤ Request Fulfilment

➤ Reporting Services

➤ Email Listeners

➤ TV View Dashboards

➤ Automated Notifications

➤ Customized KPI Dashboards

➤ Multi Site Support

➤ Service Level Management

➤ Escalation Management

➤ Process Automation

SmartServiceDesk goes live in 4 weeks, with accelerated implementation Methodology used by ITIL Solutions South Africa, a platinum Implementation services partner of SMART Service Desk ITSM.

SMART Service Desk was selected as the best solution to be implemented at NCPT, after review many other ITSM Solutions.

Phase 1 of implementation has been successfully completed in the beginning of May 2016.

Initially a total of 5 different departments have implemented SMART Service Desk to manage departmental service support and delivery. Each of the departments were having different business requirements, which were easily configured in SMART Service Desk without any customizing.

Quick Wins by implementing ITIL

➤ SMART service desk improved transparency with regards to workload as well as service level monitoring and service request processing, ensuring that everyone worked together as a service-delivery team.

➤ Additional information with regards to specific cases is now available with the click of a button resulting in better production time utilization. Teams are able to exchange workload and inter dependent tasks.

➤ Simple classification of calls enable each to categorize the calls specifically as identified by the system controller. This capability ensures immediate access to related searched calls as well.

➤ As ITIL talks about Service instead of Systems, IT staff now knows what is important and starts focusing on the right things, which helps in improved service quality.

"The level of engagement from the Smart Service Desk Professional Services team was among the best I've ever worked with. SMART is a great ITIL ITSM based tool. It does have a whole lot of functionality that drives right back to the core service management ITIL principles. It is a really integrated platform for service requests, incident management through to change management, configuration management, impact analysis, and easy to use workflow."

Leon Venter (Departmental Manager LOGIS—NCPT

"SMART Service Desk, came with out of the box, ITIL Best practices, which has helped us in establishing robust incident management policies for the service desk staff which in turn helps them to handle situations on a consistent manner. Now as a manager I don't have to follow up on individual incidents, as SMART service level management, is ensuring a robust service management implementation."

Patrys van Wyk (Departmental Manager BAS-NCPT)

IT Service Management

System Asset &
Configuration Management

Governance, Risk and
Compliance

Customer Relationship
Management

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

PinkVERIFY™
2011
11 PROCESSES

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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