

About: TechnipFMC

Technip has merged with FMC Technologies and has become now TechnipFMC plc. Technip a world leader in project management, engineering and construction for the energy (oil & gas) industries.

Solution Implemented

SMART Service Desk's Arabic localization version was implemented along with Complex integrations, with in-house legacy ERP systems for implementing the organizational approval workflows.

SMART Desks workflow configurator turned out to be a handy component for technip IT Team, to achieve its complex workflow requirement, typical of any large-scale service management implementation.

SMART Service Desk was also customized to Integrated with MERF: Middle East Referential Database, which was a system similar to Microsoft active directory for managing employee details.

Modules Implemented

- Incident Management
- Service Request Management
- Service Level Management
- Workflow & Escalation Management
- Survey & Feedback Management
- Knowledge Management
- Management TV Dashboards
- KPI Reports

Key Benefits

- Easy to create & manage complex workflow mechanism
- streamline the business process of receiving approvals & assigning cases

- Quick associate response with the timely case assignment & notification
- Easy to create & manage complex workflow mechanism
- Dashboards for management review and proactive actions
- User friendly approval mechanism

Result

Approximately 3500 - 4000 users across multiple office of Technip are now enjoying the benefits of SMART Service Desk. The system is already being leveraged for general service management, project management, the project office and general computing controls.

Our expertise in implementing IT service Management solutions enabled more workflow intelligence and robust reporting capabilities to be built into the solution. Tasks can be sent out to various teams for fulfilling parts of a solution; for example, a single onboard request can drive different tasks across the organization that fulfill an entire order, as opposed to the order being one giant task. TV Dashboard features and refined home pages proved to be critical assets for project and functional management teams.

Because the solution is cloud-based, the need to host and manage internal infrastructure is negated, as SMART Service Desk is hosted in technip's own data centers. This provides enormous cost savings for the company, allowing the company to apply resources toward managing and improving ITSM processes.

"We recognized that more efficient and effective processes were required in order to enhance the current operation of Information Services as well as to provide scalability as the organization as it continues to grow its global foot print."

Brindha Santhararaman, Service Quality Manager, JT

"What i like about SMART Service Management is that you dont need to be an expert programmer to configure the tool, you can expand your use of the tool to multiple departments without additional costs, you can easily understand the user interface, and its based on the ITIL based framework."

Sony Abraham, Project Manager – Technip Abu Dhabi



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

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

972-750-0300

info@smartservicedesk.com