SMART Service Desk
Next Generation Service Automation

Saudi Electricity company
Empowering Energy

SAUDI ELECTRICITY COMPANY successfully implements SMART Service Desk Governance, Risk & Compliance Solution

About: Saudi Electricity Company

Saudi Electricity Company – SEC is a Saudi electric utility company. It enjoys a monopoly on the generation, transmission and distribution of electric power in Saudi Arabia through 45 power generation plants, spread across kingdom of Saudi Arabia. SEC plans to expand its power generation capacity from 60 GW to 91 GW by 2020 and more than double the existing capacity over the long term to meet demand.

Business Challenge

Saudi Electricity Internal Audit Group was using in house customized systems to support the SEC's internal audit processes, risk management and risk treatment tracking system.

SEC needed an integrated solution to replace the existing silos of disintegrated internal audit and risk management systems with a new, fully integrated and state-of the art solution that would enable a systematic and workflow driven audit and risk management processes across the enterprise, which would eliminate audit errors and risk management inconsistencies across the enterprise.

Evaluation and Selection

SECs internal software selection committee, went through a comprehensive evaluation of multiple tools and were looking for a solution which had integrated capabilities of Internal Audit and Risk Management along with Compliance and Polices Management.

The following criteria's were taken in the solution evaluation:

➤ Need to centralize organization's audit and risk management data

➤ Streamline IT Process improvement and Audit Management efforts

➤ Standardize the audit reporting process

➤ Need to gain 360 degree of visibility to improve Governance performance

➤ Software that could help in meeting the corrective/ preventive action management

➤ Has mobile apps for audit and risk managers

After an extensive evaluation over a period of six months, SMART GRC Software Suite emerged as their preferred choice.

Solution

Saudi Electricity Implemented the SMART GRC Suite for risk management, audit and assessment, audit issues tracking and compliance management.

With SMART, SEC team was able to enhance the internal audit team's productivity by enabling it to unify and analyze inter departmental audit data, quickly and efficiently. SMART GRC platform has automated work associated with the documentation and reporting of the risk management & compliance activities.

Benefits

➤ No more paper or spreadsheets are now necessary, to plan and inform users

➤ Having a shared audit calendar, has reduced time to prepare audits with a central repository of audit questions, which reduced administration work and cost to generate audit check-lists and audit reports

➤ Implemented a closed-loop audit cycle for recording findings, developing recommendations, and implementing action plans

➤ Providing 360 degree visibility into audit processes and metrics for better risk management and regulatory compliance

➤ Having ability to perform assessments, identify issues and manage actions directly from the field on mobile devices or tablets

➤ Automation of actions, notifications and workflows to ensure continuous compliance

➤ Having ready to use reports and dashboards, with additional custom report

"Internal Auditors at SEC needed an effective GRC tool, such as SMART Governance and Risk Compliance Management Suite of solutions, which could assist the auditors in improving the audit process, for risks identified and prioritized by senior management and the audit committees, which now forms the basis of our audit plans"

Mr. A. R. Gaseb – Planning and Projects Department - Project Manager

IT Service Management

System Asset & Configuration Management

Governance, Risk and Compliance

Customer Relationship Management

"Enterprise Service Desk for the price of Help Desk"

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11 PROCESSES

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CHANGE MANAGEMENT
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SERVICE LEVEL MANAGEMENT
SERVICE CATALOG MANAGEMENT
SERVICE PORTFOLIO MANAGEMENT
IT SERVICE CONTINUITY MANAGEMENT
SYSTEM ASSET & CONFIGURATION MANAGEMENT

★ 2018 ★ FrontRunners — Software Advice.

Gartner. 2017 FrontRunners — Software Advice.

BEST FUNCTIONALITY — Capterra — 2017

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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