SMART Service Desk
Next Generation Service Automation

UNIVERSITY OF NIZWA
successfully implements
SMART Service Desk
IT Service Management Solution

About: University Of Nizwa

The University of Nizwa is a non-profit academic institution, established in 2004 with a mission to be a beacon (minaret) for knowledge and enlightenment by dissemination of knowledge through teaching, contributing to knowledge through research and contribution to development through community service. The University maintains strong relationships with educational & research institutions, and businesses & industries around the world in order to develop programs that are tailored for the acquisition of competencies, needed by the Omani graduates in the workplace.

University of Nizwa recognizes the priority of serving students with improved efficiency and adequate proficiency on IT through introducing the use of the SMART Service Desk service request management system.

University of Nizwa in Oman Graduates to ITIL

University of Nizwa (UON) has adopted SMART Service Desk IT service management software to underpin its drive for ITIL and ISO 20000 based IT service improvement.

Geography : Sultanate of Oman
Industry : Education
Number of Users : 6000+

Business Need - Launch a new Service Management System to improve the efficiency of IT Services to Students and Faculty Members. The University decided to follow an ITIL based tool which lays the foundation for the evolving IT services at the campus.

Solution - University of Nizwa chose SMART Service Desk IT Service Management System to provide the university with a consolidated service process management solution for automating and managing all service management processes in Service Support and Service Delivery.

SMART Service Desk Modules Live in UON :

➤ Incident Management

➤ Problem Management

➤ Service Request Fulfillment

➤ Customer Surveys

➤ Knowledge Management

- ➤ Change Management

- ➤ Release and Patch Management

- ➤ Configuration Management - CMDB

- ➤ Service Catalog

- ➤ Parts & Inventory Management

- ➤ Service Level Management

Key Benefits With SMART Service Desk

- ➤ Easy to use Workflow without Programming

- ➤ Easy and SMART User Interface

- ➤ Easy, No-Cost Upgrades

- ➤ ERP Mapping - Integrations & Readiness

- ➤ Lower Cost of Infrastructure

- ➤ Simple, Affordable & Scalable

- ➤ Accelerated Implementation

Solution

- ➤ With Implementation of SMART Service Desk IT Service Management Solution, UON started seeing, Increased productivity, efficiency and effectiveness, because IT services
  are more reliable and work better for students and faculty members users.

- ➤ Improved user and customer satisfaction with IT

- ➤ Enacted Service Desk and Web-self-service that has become driving factor to work toward continuous improvement

- ➤ Gained capability to track and resolve Service Requests, Incidents & Inquires accurately, quickly and effectively with a integrated knowledge base.

➤ IT Department has started demonstrating level of maturity in implementing best practices in targeting excellence in IT Service Management and laying foundation for ISO 20000 Implementation.

""*Having evaluated many products, we have found, SMART Service Desk Help Desk as, most efficient way to serve and support our students, faculty and staff members in the campus*"

Abdulmunem Al Kharusi (Director)
Center for Information Systems (CIS)
University of Nizwa Sultanate of Oman

"*SMART Service Desk ITSM is totally web-based, and has an easy to use incident and service request management, which integrated very well with our Active Directory to update contacts automatically. It also has a robust change and release/patch management with a clear audit trail, which is helping us to keep our Configuration Management Database up-to-date. The package compared very favorably with other solutions financially, for the features and value, we have benefited from.*"

Mahmood Al Hinai (Head of Helpdesk)
Center for Information Systems (CIS)
University of Nizwa Sultanate of Oman

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

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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