



# SMART SD

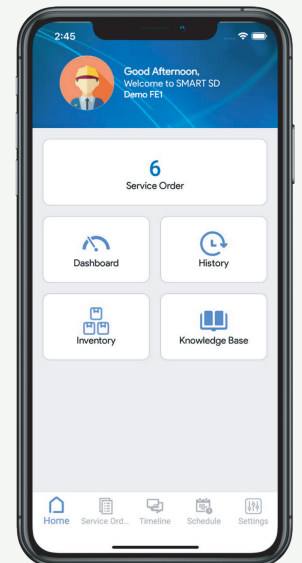
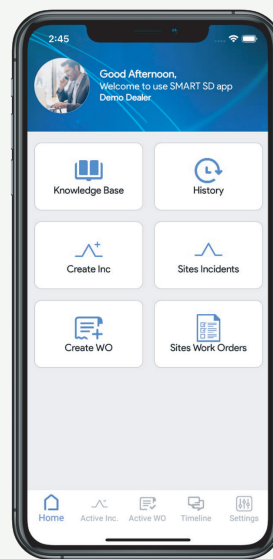
Service Desk

“More than just a **Service Desk**, The **Future of 360° Service Delivery** is here.”

**SMART SD** is a cloud-based service management solution for modern IT team, it is designed based on a collaboration model that connects people, tools, processes, and automation into a transparent workflow. The transparency tightens the feedback loop, improves information sharing and enhances team collaboration, keeping the focus on uptime and operational efficiency.

**SMART SD** transform service management into multi-channels support via web, mobile and chat, provides customer more options to log report, receives real time update and notification. The flexibility of the solution allows customer to access information anytime from everywhere, across digital devices.

The chat capability provides better interaction with the workforce behind the scenes, ensuring faster coordination and improved support team productivity to reduce turnaround time.



SMART SD IS DESIGNED BASED ON A COLLABORATION MODEL THAT CONNECTS PEOPLE, TOOLS, PROCESSES AND AUTOMATION INTO A TRANSPARENT WORKFLOW.

STRATEQ Managed Automated Refueling Technology Service Desk or in short SMART SD, is a solution built for service delivery industry that follows IT Service Management (ITSM) best practice. It automates Incident Management for multi-channel support via chat, mobile, web or Internet of Things (IoT\*) on top of conventional voice, email, and fax.



## Key modules



Incident Management



Vendor Management



Service Level Management



Problem Management



Change Management



Release Management



Workforce Management



Configuration Management



Inventory Management



Warehouse Management

## Benefits



### Multilingual

Available in English, Bahasa, Chinese and Thai language.



### On the Go

Flexibility for support team to work from office, home or anywhere.



### Mobility

Easy to use self-service for customer, available everywhere, across devices.



### Transparency

All parties in the same loop of timeline chat ensuring faster coordination and smarter resources allocation



### Modernize update

Real-time ticket status update, through email, chat, web, or mobile notification.



### All in one

Incident, asset, and inventory management in one solution, unified part replacement into a seamless change request process.



### Asset lifecycle

Simplify site asset visualization from integration of configuration item (CI), CI combo, site layout and site mapping.



### Broadcast Message

Share the news for service interruption, schedule maintenance or major alert in the web or mobile app, with few clicks.



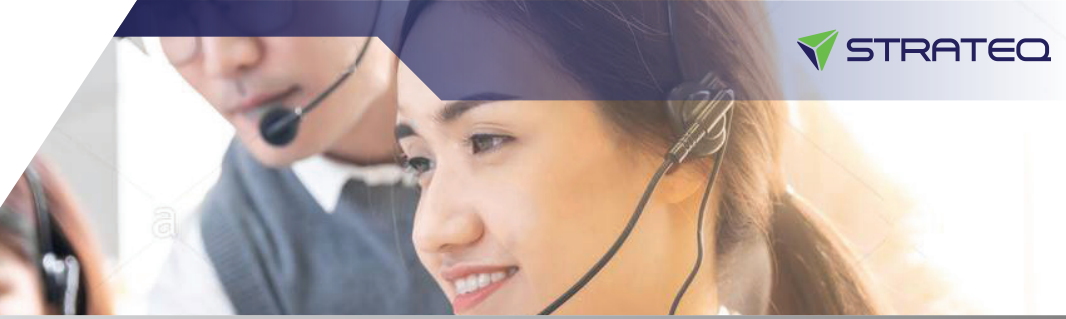
### Interactive Dashboard

Real-time SLA, performance count and interactive metric help support team to monitor and act accordingly to the ticket condition.



### Service Improvement

Achieve visibility of the problem root cause, workaround, change request and release of permanent solution.



Solution Stack



For more information, please contact [smartsd-enquiry@strategroup.com](mailto:smartsd-enquiry@strategroup.com)