



## *Budget Rent-A-Car implements Smart Service Desk ITSM for Continual Service Improvement*

International car rental group Budget Rent-A-Car, has implemented SMART Service Desk IT Service management to help run its business.

SMART Service Desk enabled Budget IT to provide faster IT service management & help desk support at a lower cost. Leveraging ITSM tools and best practices, SMART Desk delivers a modern, consumer experience that empowers IT to become a center for business innovation.

### **About Budget Saudi Arabia**

Budget Saudi Arabia currently has more than 101 rental offices with a fleet of more than 24,000 cars, 1200 employees, 14 Full Service Workshops & 70 Mobile Workshops.

- Head Office is in Jeddah, the Regional Offices or in Riyadh & Dammam and branch offices in Jubail, Qassim, Buraidah, Yanbu, Makkah, Madinah, Abha, Taif, Rabigh & Tabuk , Jazan, Najran, Muhayal Assir, Al Baha, Hail, Al Kharj, and Qunfudah.

- Budget Saudi Arabia is Quality & Customer Service Oriented organization with ISO Certified

*"SMART Service Desk provides a user-friendly software tool, that allows our IT teams to work together towards a common goal," said Mr. Rana, IT Manager, Budget Rent A Car Saudi Arabia, United International Transportation Company. "Our previous HelpDesk solution required too much time and effort to resolve multiple incidents & service requests from our customers. After working with many ITSM tools over the years we knew we had to upgrade to one with a better user experience." Said Mr. Rana.*

*With the implementation of SMART Service Desk, Budget now provides an easy-to-use self-service portal for incident, service requests, knowledge, change and survey management experience to its staff through a responsive user interface, which can be used from any PC/Laptop or Mobile Devices.*

## Why SMART Service Desk

- Return on Investment - ROI in just 2 months or less by reduced staffing levels
- Modern Digital, Multi-channel & Mobile Ready
- Easy to implement in just 1 week
- Empowers IT for Digital Transformation using ITIL Best Practices
- Multiple Service Desks from same investment, allows multiple departments to create a service management hub for digital IT service innovation.
- Give your employees & customers the best support, in IT, FM or HR.
- IT Managers & CIOs can gain better control over incident, problem, change, release, service request, service catalog and service level management.
- Knowledge management
- Configuration management
- Dashboards, Reporting & Analytics
- 100% ITIL-based Best Practices

## Benefits with implementation of SMART Service Desk

Implementation of your Smart Service Desk out of box ITIL processes for ITSM & CMDB is the most crucial phase of your investment as it lays the foundation for all other processes that will be built in the platform and will impact your support needs for years to come.

Smart Service Desk is much more than a world class digital IT Management System as it is also has a solid development platform upon which you can build your organization's other processes and line of business applications. Out of box platform features such as workflow approvals, email notifications, and extensive integration points mean your resources will spend more time building the business applications.

## About SMARTService Desk

SMART Service Desk Software Solutions Company is a privately held American technology company specializing in IT Service Management, Field Service Management and Citizen Case Management Products. Headquartered in USA, they have partner offices in UK, South Africa, Australia, Thailand, Dubai and Saudi Arabia. SMART Service Management solution is an ITIL compliant solution, with flexibility in pricing options. SMART Service Desk can be deployed via SaaS or on-premises, with the portability to switch. SMART Service Desk v11, has eleven processes complying with the latest ITIL® 2011 guidelines set by Pink Elephant Organization and the ITIL Software Scheme (ISS) from AXELOS for documentation.

