

# SMART Suite for Finance Sector



*The Smartest, Most Efficient Way to Serve and Support Every Employee/Affiliate/Partner/Customer, to whom personalized services are provided. SMART Suite Software delivers the solutions to Financial Institutions, which needs to increase business value through better management of customer service, using technology and ITIL best practices.*

## *Succeed with SMART Suite*

SMART Suite Service Request Management (SRM) has power to help organizations in financial sector by promoting self service and enhancing customer satisfaction. SMART Suite SRM, helps you to build a Service Catalogue, which enables financial organizations to support sale and delivery of IT/Financial/Business Services. SRM is an added dimension to ensure, what the customer expects is consistent with what the financial institutions is prepared to deliver.

***Personal and timely customer service and support, is a point of differentiation, financial institutions adopt to succeed in a highly competitive sector...***



## *Service Automation*

Service Desk in Financial Institutions must be the single point of contact between the support representatives and the service requestors for all Service Requests either from Web/Phone/Email/IVR systems. For Example, banks can also integrate SMART Suite Service Request Management as part of Customer Service Portal for account holders to request many services like: Request Issue of Transaction Password, Request Demand Draft, Apply for Opening Investment Accounts, Apply for Debit Card, Request Cheque Book and Many more banking services which can very easily be provided online.



### **CARTELS CONSULTING SERVICES INC.**

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## *ITIL Standards Based*

SMART Suite Customer Support & Service Software enables allows Financial institutions to benefit from open standards like ITIL V3 , which aims to increases customer satisfaction while reducing your customer support costs. Open tickets/ service requests, which can automatically get assigned to the right support associate. Knowledge Base can be used to answer frequently asked questions by service requestors. Out of the box dash boards and advanced reporting, provides dynamic tools necessary to provide businesses with enterprise quality service, regardless of size. SMART Suite includes: Incident Management, Service Request Fulfillment, Configuration Management, Problem Management, Change & Release Management, Service Level Management, Knowledge Base & Availability Management.

## *Understand your Customer issues using online Surveys*

In Financial Institutions the value of customer's feedback is immense and knowing their perspectives on key issues is essential. With SMART Suite Survey Management you can conduct online surveys to gather feedback on quality of service or new product launch survey and use data to drive continuous improvement.



## *Easy to Use*

**Standard SMART Suite Implementation is done in days unlike months for other products.**

We have ability to provide you both installed software or on-demand hosted software option. As a SaaS (software-as-a-service) provider, we deliver our product suite over the Internet using a secure, robust, scalable application and system architecture that requires no software downloads or internal resources to support and maintain the product. We offer a world-class hosting facility which enables 99.5% uptime for every SMART Suite customer.

## *Benefits of SMART Suite Help Desk for Financial Institutions*

### **Benefits**

- ➔ Enhance overall customer satisfaction pro-actively.
- ➔ Reduce issue resolution times and handle repetitive inquiries intelligently.
- ➔ Efficiently track, manage and respond to questions.
- ➔ Reduce call, or email volume while improving overall level of service.
- ➔ Raise the productivity of customer service reps and reduce agent load.
- ➔ Rapid 'out of the box' installation and launch.
- ➔ Also Supports SAAS option in which no additional hardware, software is required.
- ➔ Easily manageable in-house help desk functionality.
- ➔ Enables charging if required.



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