

SMART SD

Service Desk





ABOUT US

At Strateq, we are excited about the future and all its possibilities. Our innovations are driven by deep industry know-how, and developed across organisations, supported by new digital technologies and business models. We take pride in our ability to identify the best technology that is available on the market, and to strategise and deploy relevant solutions to help businesses improve performance and profit. We work with industry experts, collaborating with world-class technology partners to help our clients increase organisational performance.

OUR FOOTPRINT

STRATEQ's footprint in Asia includes offices in Malaysia, Singapore, China, Hong Kong, and Thailand.

Technological innovation, skills and research are extremely important parts of STRATEQ's business because they represent our calling card for assessing the countries where we work. Partners and clients trust STRATEQ because we are better than the rest at developing new applicable technologies.



SMART SD

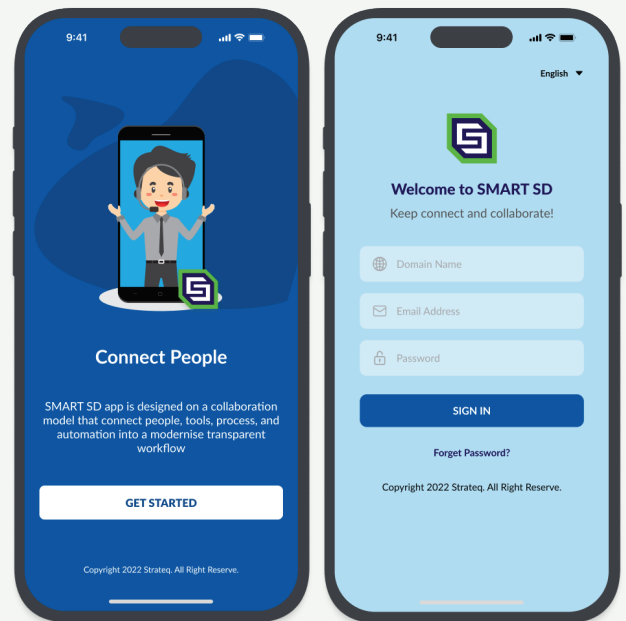
Service Desk

“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.



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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



Change Management



Configuration Management



Incident Management



Inventory Management



Problem Management



Release Management



Service Level Management



Vendor Management



Workforce Management



Warehouse Management

Benefits



All in one

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



Mobility

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



Asset lifecycle

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



Modernize update

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



Broadcast Message

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



On the Go

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



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.



Multilingual

Available in English, Bahasa, Chinese and Thai language.



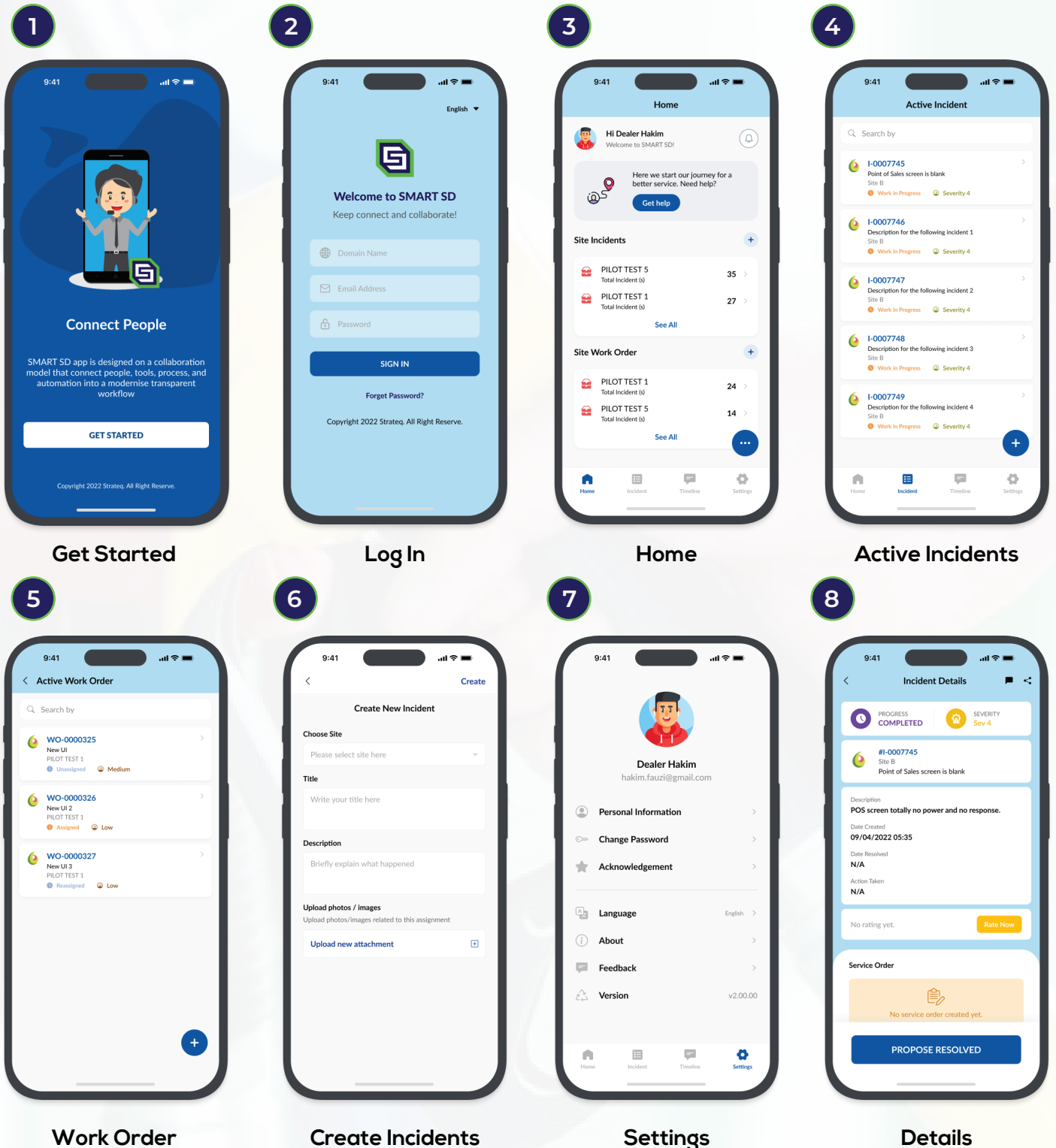
Transparency

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

User Interface

Here are some example screenshots to give a better narrative of the user experience.

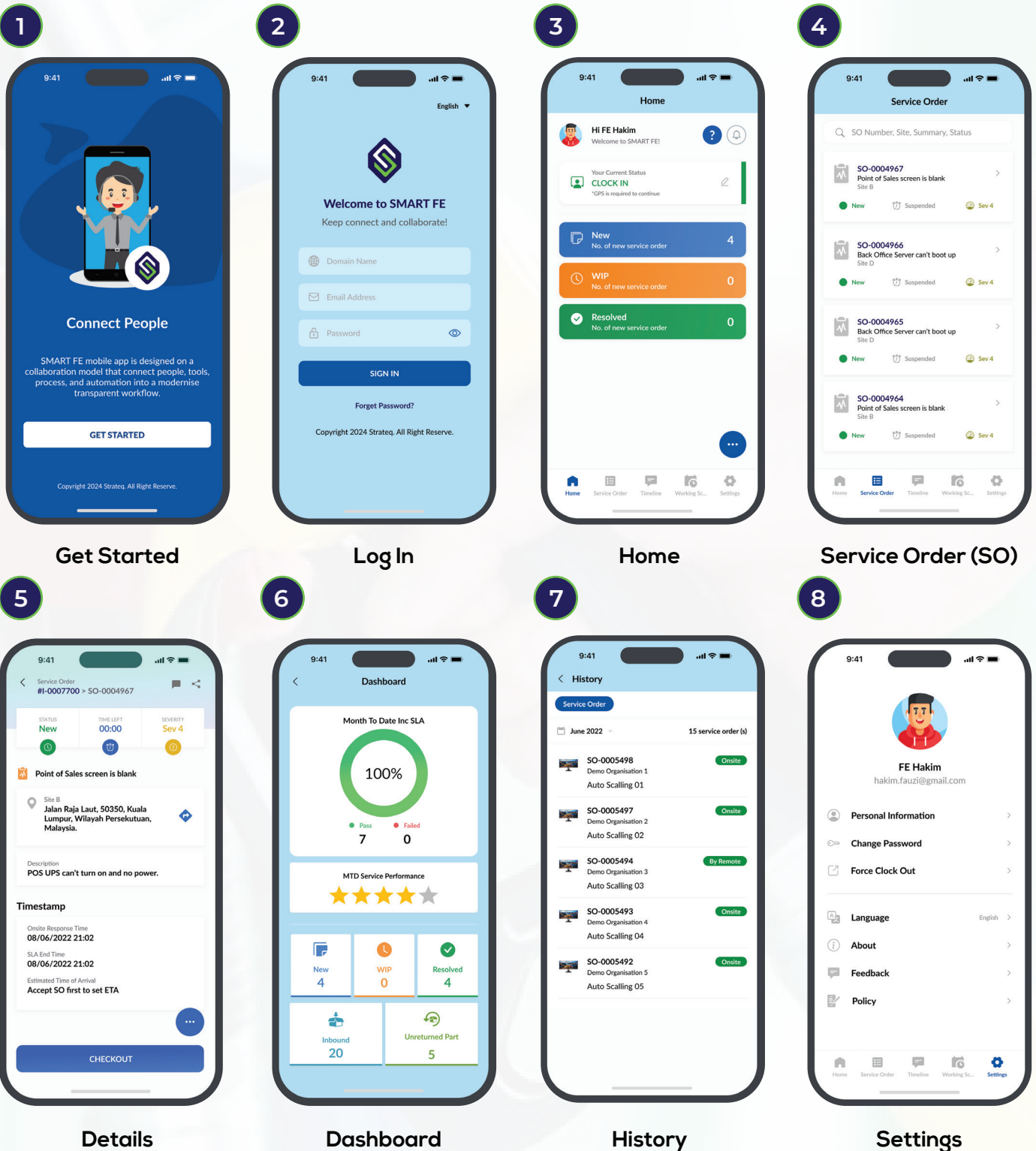
Mobile Application – User App



User Interface

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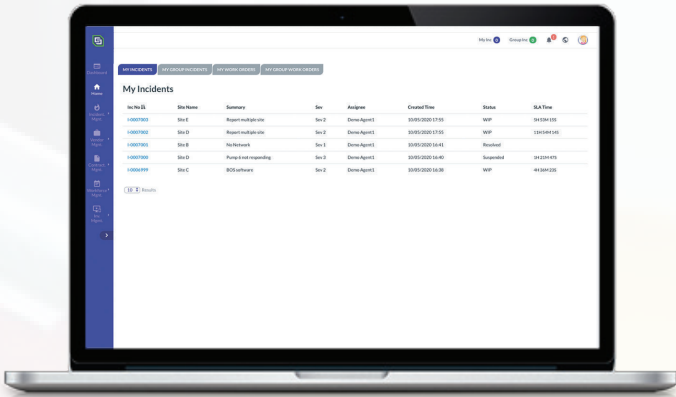
Mobile Application - Field Engineer App



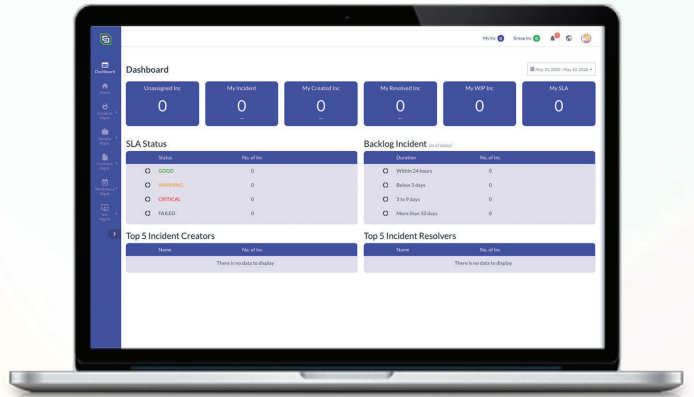
User Interface

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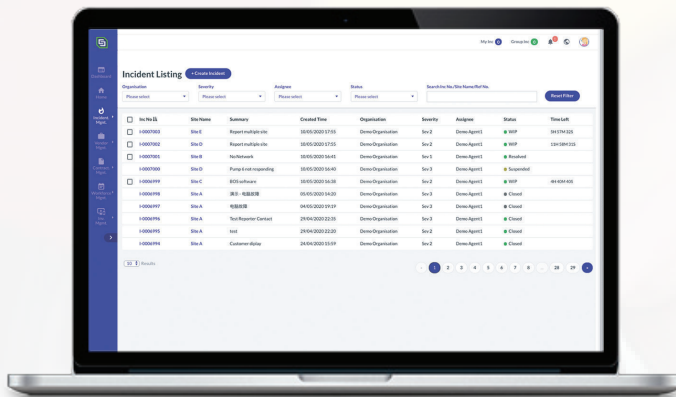
Web Application



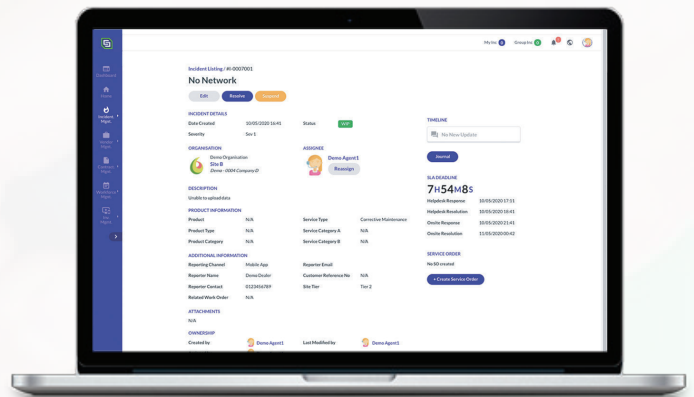
Home



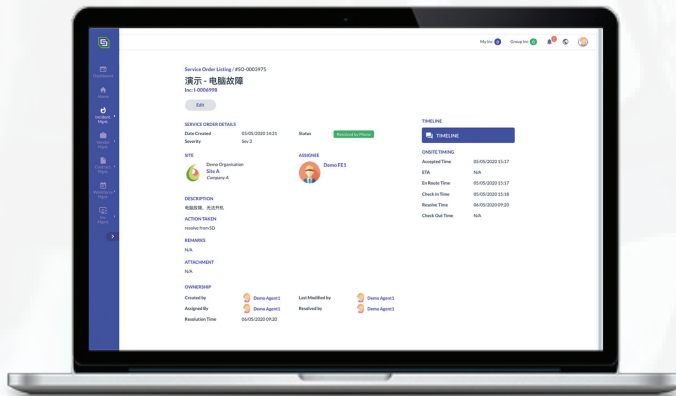
Dashboard



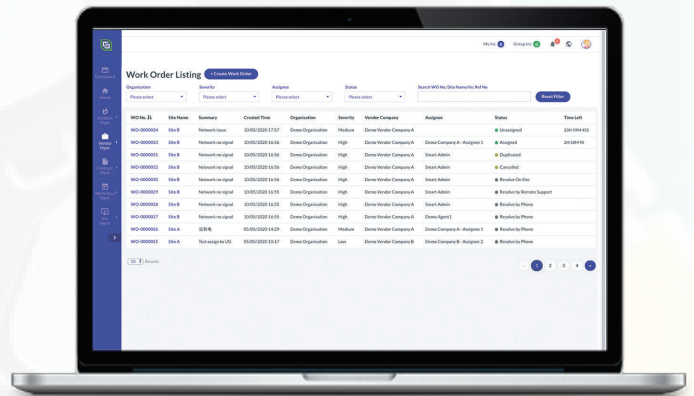
Incident Listing



Incident Details



Service Order



Work Order Listing

Solution Stack



For more information, please contact smartsd-enquiry@strategroup.com



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