

Service Grid Tech Datasheet: Smart ITSM



Smart ITSM

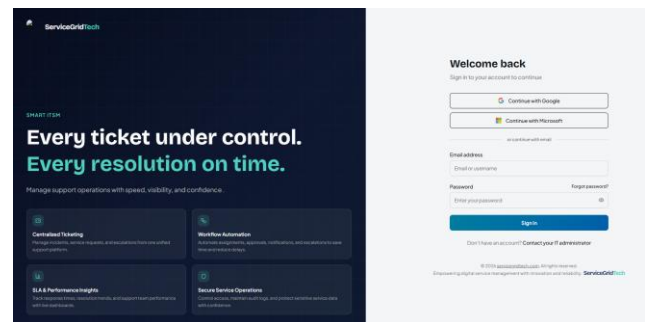
Helpdesk play a critical role in ensuring business continuity and operational excellence. Implementing the right helpdesk software significantly enhances efficiency by streamlining support request management—saving valuable time while improving team productivity.

Smart-ITSM is purpose-built for IT teams to accelerate ticket resolution times and improve service delivery outcomes through intelligent, context-rich, and automated IT ticketing. With powerful automation capabilities, highly customizable environments, and comprehensive resolution and performance reporting, Smart-ITSM empowers organizations to enhance productivity, maintain service quality, and deliver consistent, high-impact IT support.

Key Features: -

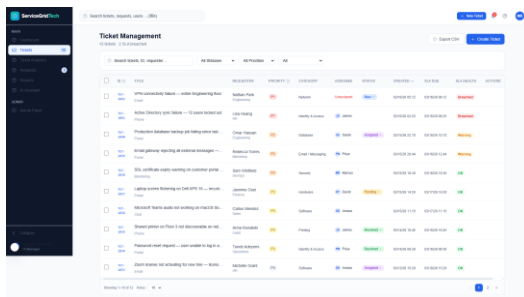
SSO

Single Sign-On (SSO) allows ITSM users to log in securely using their existing Gmail (Google Workspace), Microsoft 365 (O365), or LDAP/Active Directory credentials. This enables seamless, one-click access to the ITSM platform, reducing password fatigue, improving security, and simplifying user authentication and access management.



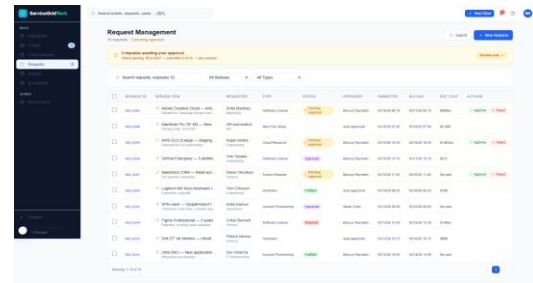
Ticket (Issues)

Ticketing is the core function of an ITSM platform that enables users to log, track, prioritize, and resolve IT issues in a structured manner. Each ticket captures request details, status, ownership, and resolution history, ensuring efficient issue management, faster response times, and improved service accountability.



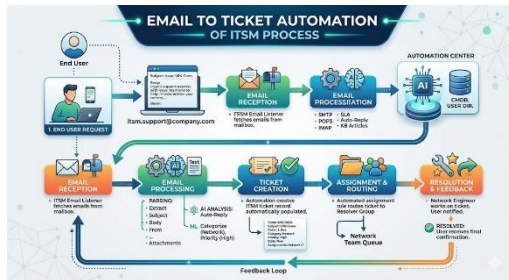
Request

Request Management in an ITSM platform allows users to submit and track service requests such as access, software, hardware, or information needs. It ensures requests are categorized, approved, and fulfilled efficiently, improving service delivery, transparency, and user satisfaction. **Approval**



Email to Ticket/Request

Email to Ticket/Request enables automatic creation of ITSM tickets or service requests directly from incoming emails. User emails are instantly converted into structured tickets with captured details, ensuring faster request logging, no missed issues, and efficient tracking and resolution through a centralized system.



Auto Ticket Assign

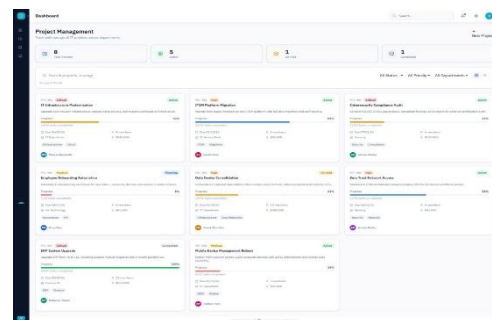
Auto Ticket/Request Assignment automatically routes incoming tickets or service requests to the appropriate team or agent based on predefined rules such as category, priority, or workload. This ensures faster response times, balanced workloads, and efficient issue resolution without manual intervention.

SLA

Service Level Agreement (SLA) defines measurable response and resolution time commitments for tickets and service requests within the ITSM platform. It helps ensure consistent service delivery, improves accountability, and enables teams to monitor performance and meet agreed service standards.

Project Management

Project Management in an ITSM platform helps organizations plan, execute, and monitor projects by managing tasks, timelines, resources, and milestones in a structured way. It provides visibility into project progress, ensures collaboration across teams, and aligns deliverables with business goals.



Task

Task Management enables ITSM teams to break down tickets or service requests into actionable tasks and assign them to the appropriate users or teams. Tasks help streamline workflows, ensure clear responsibility, and improve overall efficiency by tracking progress until completion.

Asset Management

Asset Management in an ITSM platform enables organizations to track, manage, and maintain IT assets throughout their lifecycle—from procurement to retirement. It provides visibility into asset ownership, usage, status, and compliance, helping optimize costs, improve asset utilization, and support efficient service delivery.

Event Base Notification

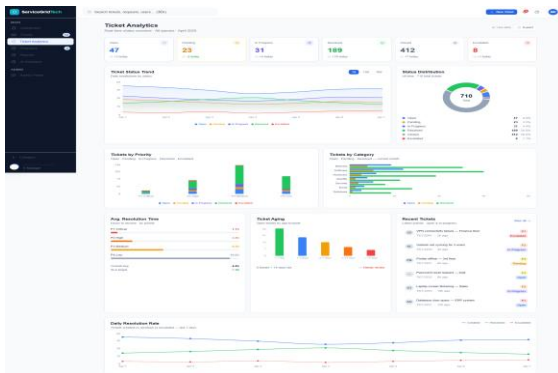
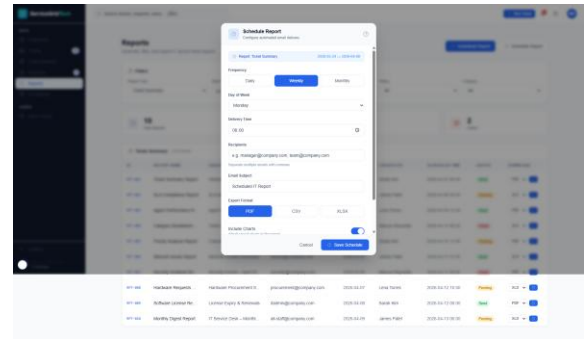
Event-Based Notifications automatically alert users and teams when predefined ITSM events occur, such as ticket creation, status changes, SLA breaches, or task updates. These real-time notifications ensure timely communication, faster response, and better visibility across IT operations.

Activity Logs

Activity Logs provide a detailed, time-stamped record of all actions performed within the ITSM platform, including ticket updates, status changes, assignments, and user activities. They ensure transparency, support auditing and compliance requirements, and help teams track accountability and troubleshoot issues effectively.

Reports/Reports Scheduler

Reports & Report Scheduler provide structured, real-time visibility into ITSM operations, including tickets, SLAs, assets, and team performance. Customizable reports help organizations analyze trends, monitor service quality, and support informed decision-making, while the built-in report scheduler automatically delivers insights at predefined intervals, ensuring timely and consistent performance tracking without manual effort.



Dashboard

Dashboard provides a centralized, real-time view of key ITSM metrics such as ticket status, SLA performance, workloads, and service trends. With clear visual summaries and actionable insights, the dashboard helps teams and managers quickly assess performance, identify issues, and make informed decisions to improve service delivery.