



## About: Budget

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 are 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.

## 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

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

## 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.

*“SMART Service Desk provides a userfriendly 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*



IT Service Management

System Asset & Configuration Management



Governance, Risk and Compliance

Customer Relationship Management



*"Enterprise Service Desk for the price of Help Desk"*



- INCIDENT MANAGEMENT
- PROBLEM MANAGEMENT
- REQUEST FULFILLMENT
- CHANGE MANAGEMENT
- EVENT MANAGEMENT
- KNOWLEDGE MANAGEMENT
- SERVICE LEVEL MANAGEMENT
- SERVICE CATALOG MANAGEMENT
- SERVICE PORTFOLIO MANAGEMENT
- IT SERVICE CONTINUITY MANAGEMENT
- SYSTEM ASSET & CONFIGURATION MANAGEMENT

## Innovation through Simplicity... an Enterprise Service Desk

SMART Service Desk is an Enterprise level ITSM Solution developed using industry leading best practices and standards such as ITIL Framework, ISO 20000, ISO 27001, ISO 9001, AS 9001 and NIST. SMART Service Desk has key customers in number of sectors such as, Government, Banking, Insurance, Oil and Gas, Electronic Retailers, Manufacturing and Educational Institutions and is currently being used by more than 1 Million Users worldwide.

We offer SaaS solutions on Cloud and On-premise solutions that let you seamlessly manage services, customers and quality improvement programs. Available through any Web browser or mobile phones, our solutions are designed to help you shorten deployment times, reduce risks and lower costs, including support and maintenance expenses.

SMART Service Desk is Headquartered in Dallas, Texas with offices in Canada, Brazil, United Kingdom, South Africa, India and Partner Offices in Philippines, Indonesia, Saudi Arabia, Bahrain, Oman, Qatar and UAE.



**SMART Service Desk**  
Next Generation Service Automation



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