

How Infraon enabled SMET to unlock the true power of ITSM



Challenges

- Delay in approval and reviews due to email-based processes
- Inability to track service progress
- Issues escalation due to SLA breach
- Lack of customer SLA compliance analytics
- No visibility in identifying the root cause of issues
- No proper workload distribution among the support agents
- Asset management issues - no tracking of AMC/renewals, software licenses, and asset expenses

Why Infraon?

- Omni-channel ticket creation with email-to-incident option
- Automated workflows for multi-department approvals
- Self-service portal with mobile app accessibility
- Analytics-based dashboards for agent load visibility
- Multi-profile SLA management
- Automatic ticket allocation and load distribution
- Detailed insights on individual tickets, SLA compliance, and agent performance
- Asset lifecycle management with cost properties

Results

- >75% improvement in customer satisfaction
- >75% increase in agent productivity
- >75% lesser IT spend annually
- >75% higher organizational compliance

About the client

Founded in 1990, SMET (SM Electronics) is a premier Indian Professional Distribution Company in the field of Electronic Components. The company is managed by a team of experts – with a business structure capable of handling foreign and local currency transactions.

SMET offers comprehensive Ready Reckoner Solutions across verticals to cater to diverse customer needs. As a one-stop sourcing and design solution provider for electronic products, SMET procures and stocks a wide array of electronic components. Their inventory includes active components, RF/microwave components, passive components, displays, RFID readers, Wi-Fi, etc..



The need

The client recognized the necessity for a modernized approach to ITSM to replace their existing email and spreadsheet-based tracking system. They wanted a solution that could streamline the management of ITSM tasks and provide a centralized platform capable of tracking the progress of IT-related work accurately. There was also a clear requirement for a system to offer real-time tracking of assets and their usage to optimize resource allocation and management.

Solution

The client implemented Infraon ITSM, a SaaS-based ITSM module, which replaced the previous system that relied heavily on emails and spreadsheets. With the integration of analytics and dashboards, it offered clear visibility into agent workloads, allowing for more informed management decisions and better resource allocation. This also ensured that no single agent was overwhelmed, thereby improving the overall efficiency of the team.

Automatic ticket allocation and load distribution were key features, helping automate the ticket assignment process to agents based on their current workload and expertise. It resulted in reduced response times and increased customer satisfaction.

Infraon ITSM also provided detailed insights into each ticket and its progress, enabling managers and team members to track the status of issues in real time. Such transparency helped in identifying any bottlenecks or delays in the resolution process.

Also, the capability for bulk asset onboarding proved to be valuable as it enabled the integration of IT and fixed assets.



Benefits

- >75% improvement in customer satisfaction due to faster response times and quick issue resolution
- >75% increase in agent productivity, resulting in higher operational efficiency
- >75% lesser IT spend annually, cutting down on overhead costs
- >75% higher organizational compliance with improved tracking and management

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