



How Smartmatic streamlined its operations with InvGate integrated solution of service desk and asset management



ITIL Best practices



14 CMDB databases



200 Knowledge articles

About Smartmatic



Smartmatic is a world-leading company dedicated to the management and modernization of electoral processes. Since its foundation in 2000, Smartmatic has helped millions of voters electronically count more than 6 billion votes in over 3,500 elections around the world.

Challenge

By the end of 2020, the team of Smartmatic knew they needed to carry out a **transformation** in the way they were managing their internal processes: Although they were equipped with different tools dedicated to technology management (ITSM), these multiple platforms and solutions implied high costs and resulted in inefficient workflows.

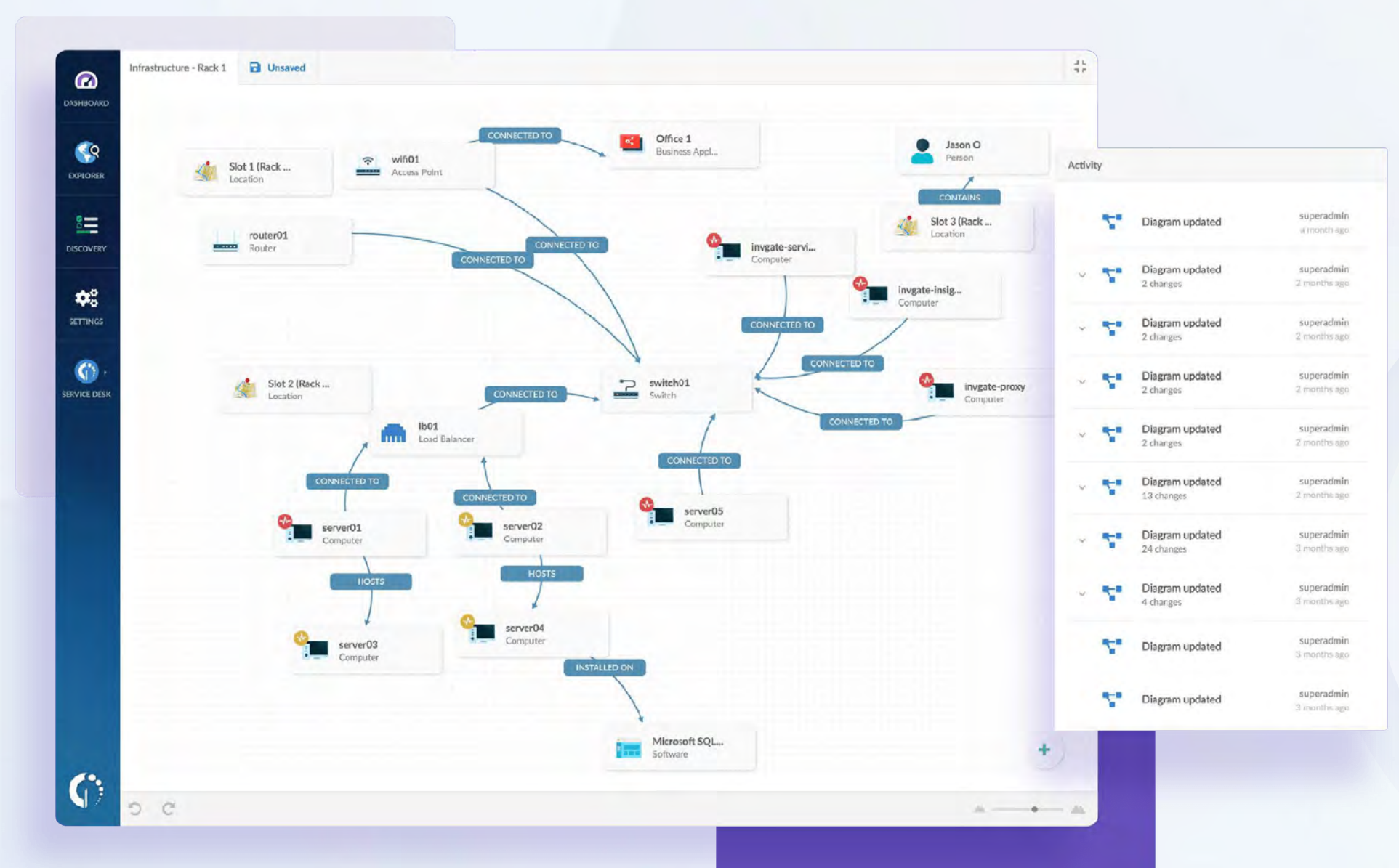
Smartmatic went looking for a new solution that could fit their needs. They sought a single solution that was compliant with the **ITIL guidelines of best practices** and carried a particular focus on **transparency** and **security**. Among other requirements, it was important the tool selected counted with:

- ✓ Low-level of complexity for implementation and configuration.
- ✓ Integration with their user authentication platform (LDAP).
- ✓ Service Request and incident management functionalities, SLA management, inventory business rules, problem management, and service catalog.

Integrated Solution

Smartmatic selected **InvGate**, which counts with an **ITIL-verified service desk** natively integrated with Insight, an **asset management** solution oriented to **continuous improvement processes**. The joint implementation of **Service Desk** and **Insight** meant for Smartmatic the possibility to centralize both matters on a single suite of solutions allowing them to optimize processes, streamline day-to-day operations, and implement **CMDB** diagrams for the first time.

When implementing the solution, the **flexibility** offered by both tools was critical to adapting to Smartmatic's needs and offering clear responses to their requirements. In fact, through customizations to the **self-service portal** on Service Desk and improved knowledge management, Smartmatic was able to reduce the volume of queries **received**. Whereas thanks to Insight's **CMDB functionality**, their team **gained greater visibility** into their asset's inventory and management.



Keys of Success



Automations and knowledge management:

In order to streamline the resolution process, a **clear structure of levels and assignment routes** were defined to organize and redirect each request. **Differentiated catalogs** by area were introduced to provide a better experience for internal customers and a **knowledge base** was set up with more than 200 articles, thus reducing the number of tickets processed per month.



CMDB and asset management: One of Smartmatic's main goals was to consolidate the company's **large volumes of data** on inventory and assets to make them more

accessible and improve decision making. In line with **ITIL best practices**, up to **14 CMDB diagrams** were implemented involving the integration of Service Desk and Insight solutions.



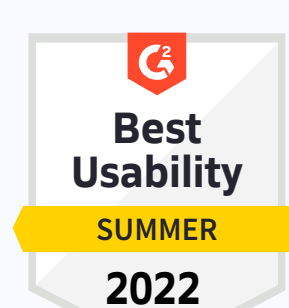
Impact and urgency matrix: One of the key issues during the implementation was the definition of the impact and urgency matrix, which assigns a level of **priority** both in the order in which tickets are handled and in the assignment of SLAs for first response and resolution. For Smartmatic, the implementation of the impact and urgency matrix made it possible to obtain precise indicators of the performance of the support teams and allow them to implement improvements in the processes.

"Invgate's Service Desk is the tool that not only satisfies our long list of requirements but has the best price-performance ratio. It's also really easy to configure. Its capabilities have enabled us to significantly improve our organization's IT service management."



Anngy Dordelly

IT Support Manager



More info? No problem!:

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