

THE SOUTH AFRICAN NATIONAL BLOOD SERVICE (SANBS) switches from HEAT ITSM to SMART Service Desk to get 62% saving in costs per annum.



About: SANBS

SANBS is one of SMART SEVICE DESK 's valuable customers and has been using our ITSM solution, for more than 12 months. SANBS provides an essential blood services within South Africa and is rated amongst the best in the world in the provision of blood and blood products, as well as in relation to the research and training provided. SANBS operates across all South Africa, with the exclusion of the Western Cape. SANBS is further regarded as a significant role player in the provision of support to countries in the SADC region. Its key purpose is to save patients' lives and provide them good quality health care.

“User friendly, Cost Effective, All in one Service Desk that can be used for any Sevice Department.”

Amit Singh - Sr.Manager: Service Delivery

Vision & Mission of SANBS

The Vision and Mission of the South African National Blood Service (SANBS) is to provide all patients with sufficient, safe, quality blood products and medical services related to blood transfusion in an equitable, cost-effective manner.

SANBS provides an essential blood service within South Africa and is rated amongst the best in the world in the provision of blood and blood products, as well as in relation to the research and training provided. The SANBS staff complement of over 2500 is spread over multiple locations across South Africa. This diverse group of end users is supported by 100 support personal from ICT, Facilities, Stores, Learning & Development, Transport and Maintenance Departments.

“The best thing we liked about SMART Service Desk, was its ability to add new e-forms on the fly, without any programmers.”

Nico Van Der Walt - Team Lead: Service Delivery

In order to adequately service its end-users, SANBS required an advanced user-friendly service desk able to support multiple servicing teams and the diverse processes of each department.

SANBS is one of the most valued customers of the SMART Service Desk. Including the POC, SANBS has been using SMART's ITSM solution for more than 12 months.

Prior to SMART, SANBS used the HEAT IT Service Management tool. Over the four years HEAT was implemented at SANBS, numerous inefficiencies were identified. HEAT ITSM was unable to fulfill a number of crucial SANBS Service Management requirements. A clear need to source an alternative ITSM tool was recognised. SANBS performed a thorough evaluation of the market to ensure that the new solution would provide the best and most cost effective vehicle to satisfy all their specific ITSM requirements. When compared to a number of alternatives - namely ServiceNow, Manage Engine and BMC Remedy - the Smart Service Desk was selected as the ITSM & GRC tool which most adequately addressed the current and

Improvements Achieved

The SMART Service Desk implementation resulted in following immediate benefits for SANBS

- ★ Reduced number of calls
- ★ Improved Service Level Targets
- ★ Improved management of assets
- ★ Increased automation
- ★ Improved response times
- ★ Clear audit trail

On the whole, end users responded very positively to the launch of SMART Service Desk, with the usage of the online self-service portal increasing on a monthly basis. The Service Desk's functionality and application is wide ranging providing e-forms configured for multiple departments. For example, the service desk is used to process and support employee on-boarding, transport requests, SAP access request as well as CAPEX items requests (Hardware, Software & General Items).

SMART Service Desk
Don't work harder, work SMART'er

