



SMARTOP IT & SERVICE MANAGEMENT CASE STUDY

COMPANY PROFILE

A medical and higher education institution with a long-standing history

The institution is one of the leading medical and healthcare higher education and service organizations in Hungary and the Central European region. As a specialized university, it plays a unique role, with its three main areas of activity being education, research-innovation, and healthcare. This triple unity makes the organization, which has a history of more than 250 years, an internationally recognized knowledge center.

The institution operates with tens of thousands of students and thousands of professional staff. Its patient care activities include hundreds of thousands of cases and millions of care events annually. Additionally, it runs a significant number of research projects and has thousands of full-time employees.

PROBLEM

The institution possesses an extremely diverse and complex IT environment, covering education support systems, student administration, medical and registry systems for healthcare and patient care sectors, as well as various applications for infrastructure and organizational operations.

Previously, several parallel solutions were used to manage IT needs, errors, and changes (for example, email and telephone reports, as well as various ticketing systems). These systems operated in silos and did not provide a unified interface for the entire user base—including students, faculty, healthcare workers, and administrative staff.

There was no unified service management system capable of handling the complex service catalog, making the work of resolver groups transparent, or ensuring the tracking of service levels. Furthermore, there was a lack of a flexible and scalable solution that could be extended to non-IT areas, such as facility management or HR.

The email and telephone-based operations caused significant loss of efficiency, support for existing open-source systems was not adequately ensured, and cooperation between different groups was cumbersome.

SOLUTION

In 2022, the institution decided to implement the SmartOp IT and Service Management system.

The system enabled the unified management of IT incident reports and service requests, including registration, status tracking, and the management of resolution processes. Collaboration and information flow between different resolver groups take place on a common platform.

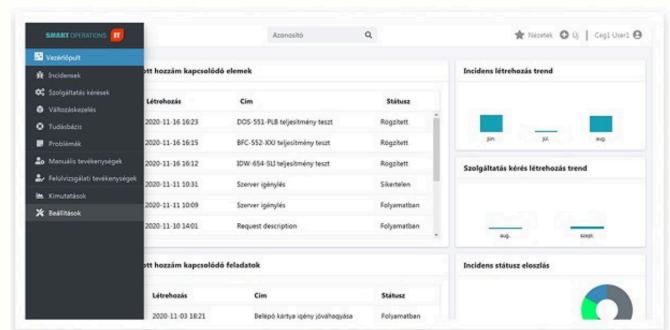
The expansion of the service catalog and ticket types can be performed through parameterization without programming knowledge, which provides significant flexibility.

The system supports high-level management of incident and request fulfillment processes, the measurement of service quality, and the availability of management information. Operations became process-based, more transparent, and more organized.

It became possible to track tasks and processes in real-time, as well as to dynamically assign tasks among resolvers based on various criteria—such as workload or competence.

FUNCTIONALITY

- Request and Incident Management
- Change Management
- ITIL-based Process Control
- Multi-level Service Catalog
- Resolver Dashboards and Filtering Options
- SLA and Time-log Registry
- Knowledge Base
- Management Reports
- Chatbot Support
- Group Work Functions (email, comments, attachments)
- Permission Management and Authentication



FULFILLED BUSINESS EXPECTATIONS

- 1 Services became process-based, transparent, and more organized.
- 2 Standardized service delivery processes and SLA measurement were implemented.

3

Real-time tracking and dynamic resource allocation became possible.

7

Satisfaction improved through multi-channel and traceable operations.

4

The service catalog and ticket types are flexibly expandable.

5

Data supports continuous service development.

6

A central knowledge base was established.



RESULTS

The system currently serves several thousand reporters and more than a hundred resolver users. The vast majority of reports now arrive through the online interface, replacing the previous email and telephone channels.

In the IT field, more than a hundred service catalog elements and processes have been developed, covering the entire operation of the organization, including various business and infrastructure systems.

Building on the foundations of the system, the extension of service management to additional organizational areas, such as facility management and HR, is currently underway.