



Intelligent
Service
Management
Software

Smart™

Why Smart? The answer is simple: Because Smart enables organisations to achieve maximum efficiency with minimum costs. This web-based, integrated software suite has been designed to meet and exceed the requirements of all modern service businesses – whatever the industry or environment.

Smart provides an end-to-end capability that allows organisations to effectively deliver the services their customers demand whilst consistently growing profits. The breadth of scope and depth of capability on offer coupled with inbuilt flexibility creates a business management solution that is truly unparalleled.

Smart has been designed by service people, for service people. It places the control firmly in your hands, allowing you to make informed decisions on critical business issues.

Smart benefits:

COMPREHENSIVE - DELIVERS AN END-TO-END SERVICE SOLUTION IN ONE PACKAGE

FLEXIBLE AND FUTURE PROOF - EASILY MODIFIED STANDARD OR BESPOKE PROCESS CONFIGURATION THROUGHOUT ALL BACK OFFICE AND MOBILE APPLICATIONS

EASY TO IMPLEMENT - WEB ENABLED FOR RAPID DEPLOYMENT ACROSS MULTIPLE LOCATIONS

POWERFUL - INCLUDES IN-DEPTH REPORTING, BUSINESS ANALYSIS AND REAL-TIME DASHBOARDS TO HELP INCREASE EFFICIENCY AND REDUCE COSTS

ACCESSIBLE - BROWSER INDEPENDENT WITH MOBILE APPLICATIONS RUNNING ON ANDROID, iOS, AND WINDOWS MOBILE OPERATING SYSTEMS

SECURE - PROVIDES DATA ENCRYPTION, FULL SYSTEM AUDITS AND CONFIGURABLE USER SECURITY

SCALABLE - FITS ANY BUSINESS SIZE AND LOCATION - INCLUDING MULTI-LANGUAGE AND CURRENCY

COMPATIBLE - INTEGRATES SEAMLESSLY WITH YOUR EXISTING BUSINESS SYSTEMS

ZAFIRE

Zafire delivers service management software solutions to a diverse range of companies worldwide. Our cutting-edge software coupled with our people and our unique approach to software product implementation is what really sets us apart. It's also the reason why we've been at the forefront of our industry for over a decade. And why we're the chosen business management software provider for some of the world's biggest organisations.

We are a committed development organisation with a team built around extensive industry expertise. By understanding your business requirements, we deliver a solution that will enable you to meet your goals and exceed your client's expectations. It's no secret that our success comes down to dedication – both to our products and our clients. Our drive and knowledge is the engine of Zafire and ensures we deliver the right solution first time, on time and every time.

Over 75% of our team spend 100% of their time enhancing our products and supporting our clients.

The full Smart suite



SERVICE DESK
MANAGEMENT



RESOURCE &
PLANNING
MANAGEMENT



CONTRACT
& ASSET
MANAGEMENT



QUOTE
MANAGEMENT



CUSTOMER WEB
PORTAL



CUSTOMER
RELATIONSHIP
MANAGEMENT



INVENTORY
& STOCK
MANAGEMENT



FINANCIAL
MANAGEMENT



FIELD
WORKFORCE
MANAGEMENT



BUSINESS
INTELLIGENCE

Handling up to 1.5 million tasks every year and helping generate an incredible 25% increase in workforce efficiency – that's Smart.



Zafire understand what our business needs and respond well to the challenges we put their way. This can only be achieved by knowing their customers' industry very well" - UTL

Stay Smart

We build relationships with our customers as we build their Smart systems. It's an ongoing partnership that continues long after implementation. You can benefit from:

- A dedicated account manager with the experience to add value – helping to identify and aid with future improvements
- Open communication channels with regular review meetings and feedback forums
- A customer support team of experts as well as an online customer support portal providing full transparency at all times

For more information, visit smart.zafire.com



I would like to make special mention of the fantastic service system Calvert has invested in. The system gives detailed control to the organisation and offers enhanced CRM capabilities as well as various other functions. It's the best I have seen across the 'Canon Partner Channel'

- Canon