



NUMARA<sup>®</sup>

# FootPrints<sup>®</sup>

 IT Service Management

# Changing the Landscape of IT Service Management Software.

A bold statement we agree; but one that we aim to explain over the next few pages.

We now have over 50,000 sites running our Help Desk and Service desk technology, supporting over 14 Million IT assets. This is the largest installed base of IT Help Desks Worldwide. This does not happen by accident, but by design. Our market philosophy has driven this success. Quite simply, we deliver;

## High quality, open and feature rich solutions

Pragmatic, intuitive features and functionality that can be easily aligned to your initial and changing needs.

We are also a company that respects, listens and reacts to your initial and on-going needs with passion.

In short, we are a people company...

- **Intuitive 'People Centric' Technology** – No complex coding
- **Customer Empowerment** – We want you to be in control
- **People Centric Support** – Always on hand, globally to support your needs

So why do we have the world's largest installed base of clients? And why do over 80% of our customers come back to Numara Software for additional software and renew their support contract with us? We believe it can be summarised into one word. Freedom.

Many companies are still focusing on how IT can be aligned with the needs of the business, as opposed to how IT and the business needs can be aligned with each other. One of the main reasons for this in the Service Management world was that the software had difficulty in keeping pace with the process changes needed, therefore IT was always playing catch-up. Additionally, business leaders did not understand the expanded capability of the solutions installed as the functionality and power was hidden behind a veil of complex IT consultancy.

Enter Numara FootPrints. A refreshing 'new' approach to IT Service Management. We hope that you find this brochure of value and will consider Numara Software for your Service Management and Asset Management needs in the future.

**Andrew White**  
Managing Director, EMEA & APAC

## We believe it can be summarised into one word. Freedom

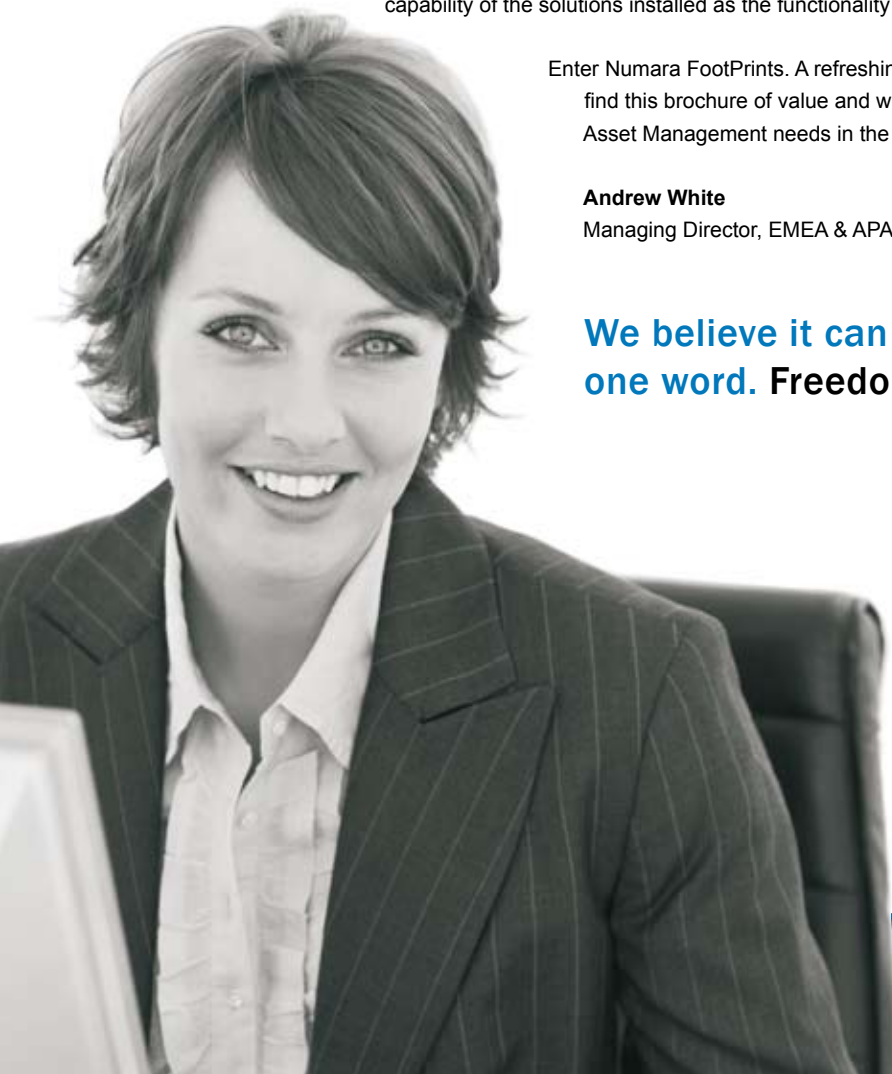
- **Freedom** to build your IT Service management solution in an 'Open Source' environment
- **Freedom** to install it in your offices, have it delivered as a Hosted service, or as a managed service
- **Freedom** to deploy a service solution centrally, but deploy its capability anywhere in the world via the web, in multiple languages
- **Freedom** to make changes and not be beholden to expensive vendor services



*"Numara FootPrints is an innovative and very cost-effective solution that has enabled us to achieve our business goals."*



*"I would have no problem recommending Numara FootPrints. It is extremely simple to use, very competitively priced and an incredibly powerful service management solution."*



# IT Service Management for the Real World

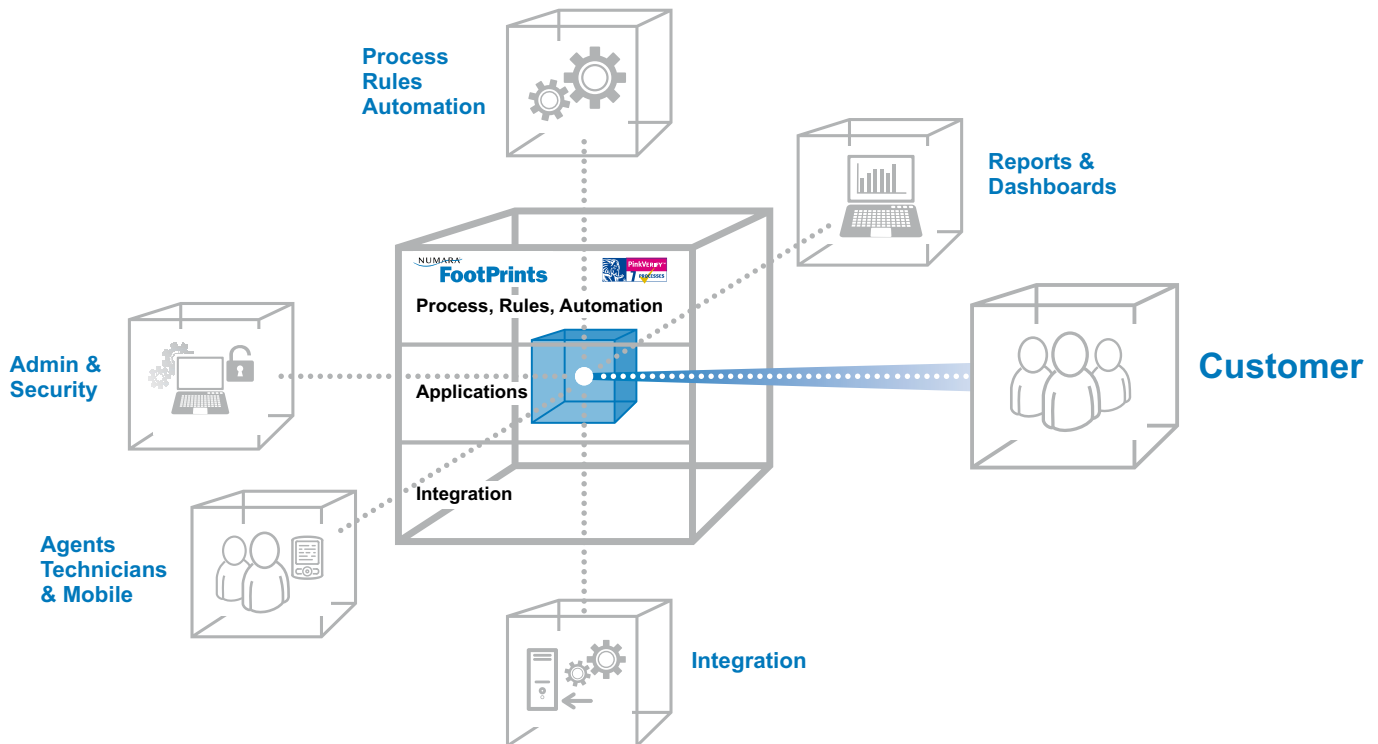
Numara Software solutions have been actively used by organisations worldwide for over 10 years and Numara FootPrints is now the leading, 100% web-based service management solution that helps IT and support managers streamline and automate their operations and provide excellent service to their internal and external customers.

Numara FootPrints offers a highly flexible and unique platform for managing the service desk and extended business process automation, without the overhead, or services 'tie-in' typical of other solutions. You may just be beginning to formalise your IT processes or fully embracing an ITIL® v3 service lifecycle project, aligning IT and business; either way, we believe that Numara FootPrints offers unmatched service management capability.

- Practical, rapid ITIL v3 enablement for the vital processes that support the demands of your customers
- Extensive workflow automation that is fast-to-implement and highly configurable without any programming or extensive technical knowledge
- Unique business automation value for ITIL processes and additional business tracking requirements throughout your organisation.

Over the last few years, we have seen many IT and support organisations moving towards a service-oriented model that revolves around the services they deliver, the ability to manage requests for those services, and provide support for them. At the same time, there is the ever constant challenge to reduce the cost of operations, dealing with regulatory compliance, the need to carry out process improvements while reducing complexity, and – most of all – delivering effective services that either align with, or define the business or customer service. I am sure you will resonate with the phrase, "Changing the tyres whilst driving at 70mph"

The dynamics of IT Service Management are becoming increasingly complex and difficult for organisations to manage, and our Numara FootPrints platform responds to these challenges by delivering a powerful, yet intuitive and open platform.



# Power of the Platform

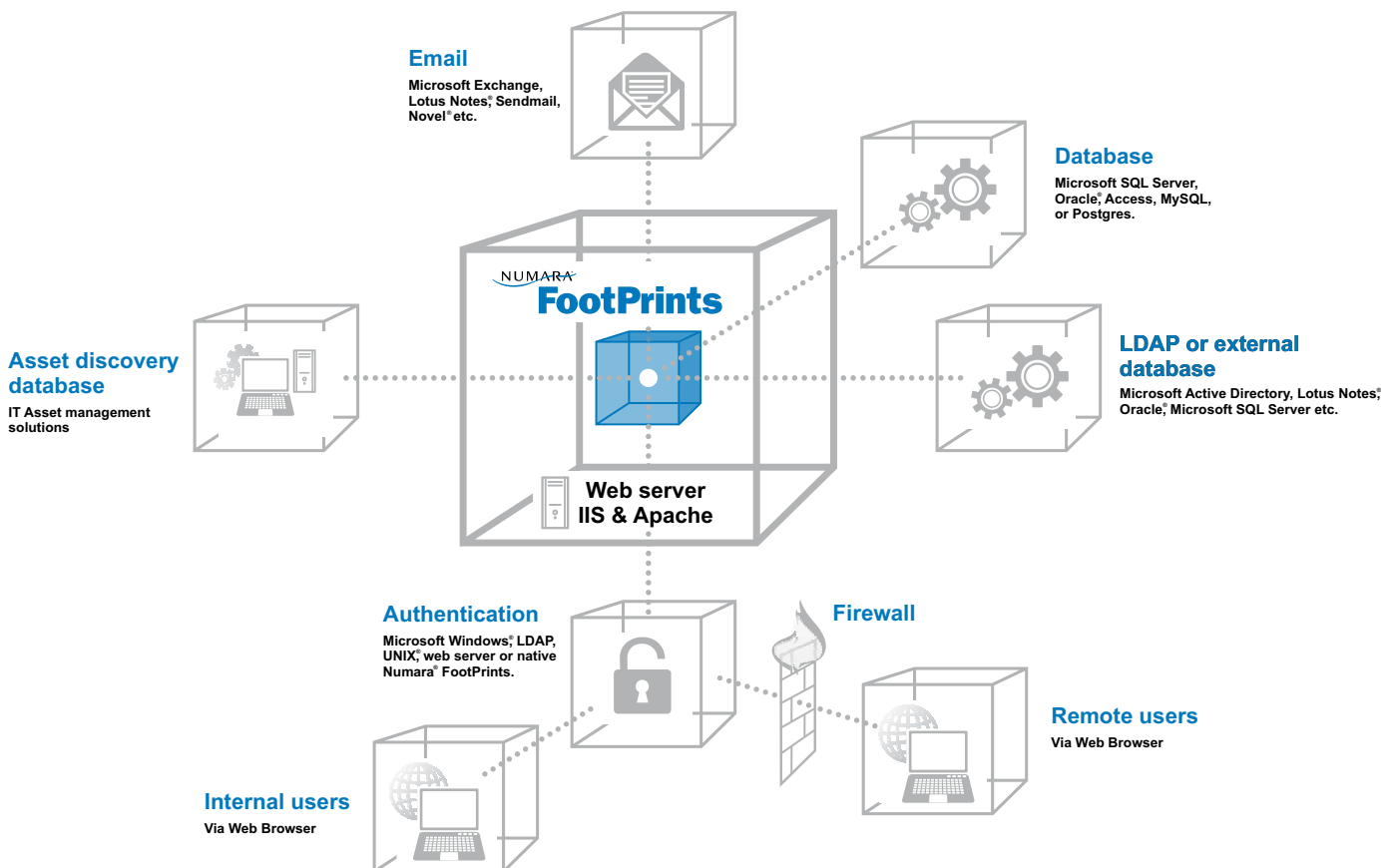
Numara FootPrints utilises a unique 'project based' architecture that allows you to create discreet workspaces for different transactional processes in a single solution. It does this whilst offering tight integration between those processes and key resources like the configuration management database (CMDB), the service catalogue and the knowledge base. Each project has its own fields, forms, roles, workflow, service levels and settings, while fully integrated together through views, reports and escalation and business rules.

Additionally, as Numara FootPrints is web based (whether you choose to deploy the solution on a server at your office or as a hosted solution) you are able to deploy powerful 'Projects' in multiple locations, in multiple languages delivering a company wide solution.

Our platform follows proven 'Open Source' principles. We don't want to tie you to any particular technology.

## A Business Process Automation Platform

Numara FootPrints excels in delivering extensive automation resources to streamline and centralise support workflow, improve productivity and implement best practices whilst leveraging your existing systems. This flexible and open approach helps you support multiple business processes for different functions, users and groups on a global basis and in a range of languages.



Intuitive yet powerful project wizards complement our prebuilt service management 'templates' of service design allowing you to build, edit and amend workflow, escalation rules and security levels easily and quickly. The freedom theme continues here, also. Freedom to choose your Database, Browser, Web Server, OS, Security Strategy, Asset discovery tool (if you do not want to utilise Numara Asset Manager), and Email platform.

# Delivering IT Service Management

So how do we deliver this IT Service Management (ITSM) capability and what are the components that make up the Numara FootPrints platform? Well, for simplicity we have used the ITIL v3 framework to communicate our capability. Although, as we mentioned earlier we are not tied to this framework and our solution can operate outside of ITIL, it highlights the richness, yet pragmatic capability of our software.

The following chapters are organised per the ITIL v3 framework to describe just some of Numara FootPrints capabilities:

## 1 Service Strategy and Design

### Service Portfolio

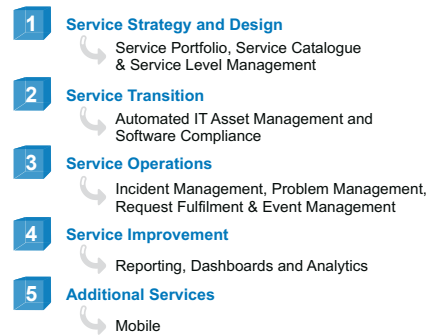
Service lifecycle management is at the heart of any IT service design. So the beginning of the journey is defining what services you want to provide and mapping them to the needs of the business. The service portfolio represents the commitments and investments made by the service organisation to its customers. It focuses on running the business, growing the business, and transforming the business. It is used to manage the entire lifecycle of all services offered and it includes three categories – service pipeline, service catalogue, and retired services.

The service portfolio process is where you define and develop the “service pipeline” of services that are eventually deployed to your customers through the service catalogue. This is where you can analyse things like service costs, resource allocation, and the risks of providing the service.

The Numara FootPrints ITSM wizard provides a service portfolio project template to manage this process. Proposed services can go through an automated approval process through change management, and then get published to the Service Catalogue and exposed to customers based on their role. In addition, the service is automatically added to Configuration Management Database/Configuration Management System (CMDB/CMS) and relationships to supporting Configuration Items (CIs) can be defined.

### Service Catalogue

The service catalogue is the only part of the service portfolio published to customers and is central to the delivery of IT services. It enables organisations to offer a graphical, roles based menu of services tailored to the needs of their customers, including information about deliverables, prices, contact points, ordering and request processes. It's the heart of end-to-end service request management – from service design and portfolio, to publishing of services and customer request fulfilment. The service catalogue lays the foundation for moving into a service-oriented IT model that paves the way for delivering an amazing customer service experience.



Whether you're implementing ITIL service life cycle processes or generating new processes to improve customer experience and demonstrate the value of IT to the business, our integral Service Catalogue will quickly help your organisation to streamline the service request process for your internal and external customers. With a centralised Service Catalogue you'll be able to provide a “one stop shop” service request experience for all of the services you offer.

Customers who need to request IT or support services will no longer be frustrated by the many channels and myriad of ways to submit a request, because the Numara FootPrints Service Catalogue brings IT out of the back-office maze and onto every customer's desktop in a fresh, intuitive interface.

### Easy Access Customer Portal and a Service View Tailored to Customer Needs

With a rich customer service portal providing both a catalogue of service offerings and a full incident and request management system, you can gather business intelligence on which services are actually being requested by, and provided to your customers, along with trends in service demands. This information enables IT and Support Managers to make better decisions about investments in services infrastructure and other resources.

Through the Numara FootPrints Customer Service Portal, customers have a consolidated window to IT and support to view important service information, search the public knowledge base, browse the Service Catalogue, submit service requests and incident reports, check the status of their requests and incidents, and much more based on their role. It offers a flexible design and easy navigation, along with the ability to make an appealing view with graphical images and rich-text descriptions of services.

The Numara FootPrints Service Catalogue will help you streamline how you manage your service offerings with tight integration with Numara FootPrints Configuration Management and Numara FootPrints Change Management. Services can go through the Change Management process to be published, changed, and retired. Service requests for those services can also go through approvals based on agreed-upon rules with stakeholders. Offerings in the Service Catalogue are automatically entered into the CMDB/CMS, so services can easily be linked to the Configuration Items that support them for true end-to-end service visualisation.

## Service Level Management (SLM)

Numara FootPrints allows you to facilitate service level agreements and monitor performance as you automate, track, and manage your internal and external customer service level agreements. It provides a fully customisable Service Level Management (SLM) module integrated with the key transactional processes of Incident, Request and Problem Management. You will be able to track contract information, automate response and due dates, create multi-tiered escalations and notifications, and report on SLA compliance.

### With Numara FootPrints, you can quickly:

- Create service levels by priority, problem, incident or request type, customer, or any combination of custom fields
- Define resolution and response time, contract information, and associated escalation rules for each service level
- Escalate issues in danger of exceeding SLA threshold to maintain service level agreements
- Create an unlimited number of work calendars for SLAs based on varying work hours
- Permit SLAs to be put into a pending state so SLA exceptions are factored into resolution windows
- Create customised reports measuring performance against your service level agreements broken down by any combination of criteria, including team, priority, business area, and any drop-down field

The Numara Asset Manager auditing and inventory capabilities provide total visibility of what's on your network and where the assets are located, including PCs and servers, network printers and switches and personally-owned IT gadgets, such as PDAs and USB sticks. It provides the detailed information – installed software, configuration of every PC, Mac and Linux device, accurate and up-to-date record of location – on every piece of hardware and software on the network.

- Enables accurate incident resolution and ensure timely service levels by accessing instant hardware and software information
- Delivers a tight integration into Numara FootPrints and an open extensible configuration management database (CMDB) architecture
- Provides multi-site, multi-platform, 24/7 monitoring of all IT assets
- Works across all major platforms
- Quickly installs, deploys and audits
- Understands software status with value-added product information
- Provides advanced web-based reports, including graphical dashboard reports, for compliance, project management, security, optimisation and Vista
- Supports all types of networks, including VLANs and SubNets

## CMDB/CMS

### Ensure that Impact and Risk of all your Configuration Items (CIs) are Known and Managed

The Configuration Management Database (CMDB/CMS) is the foundation on which Incident Management, Problem Management, and Change Management are connected. A CMDB/CMS helps organise an accurate picture of all configuration items in your organisation, their attributes and relationships - allowing you to manage risk assessment, analyse change impact, and gain control over the core business services that you provide. Your CMDB/CMS lies at the core of your service offering. It can be used potentially by everyone in IT, and non-IT, for a multitude of purposes and integrated with all the other ITIL processes.

A CMDB/CMS allows your IT service desk to Manage Configuration Items (CIs) and relationships in a fully integrated CMDB/CMS, and perform impact and dependency analysis. The CMDB/CMS also provides the visibility needed by those managing resolution processes as the information provided through the service desk view provides details of configuration item (CI) ownership and its relationship with other CIs. This allows first and second line support agents, or Numara FootPrints automatically, to initiate the correct allocation and escalation of resources through to resolution.

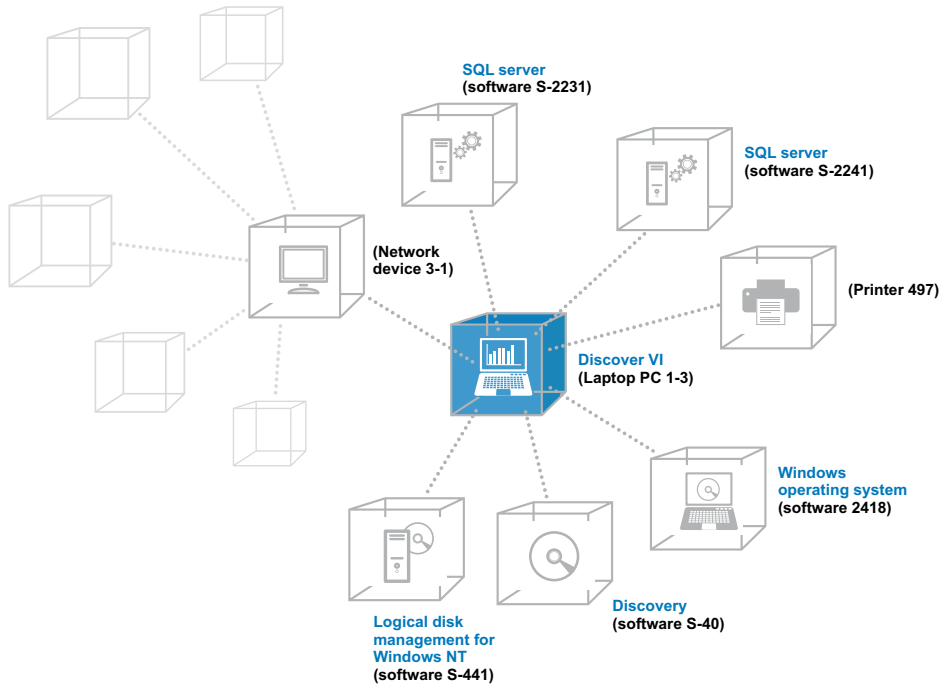
## 2 Service Transition

### Service Asset and Configuration Management

#### Automate IT Asset Management and Ensure Software Compliance

To stay in control of IT assets, organisations need 100% visibility. Working with inaccurate data can leave an IT organisation open to vulnerability and risk, unnecessary costs, and inefficient use of resources. This requires an automation process that dynamically finds all the assets on the network and helps managers understand how individual assets are being used, where they are located, when changes occur, where to uncover savings and when to optimise the use of existing hardware and software.

Numara Asset Manager helps organisations gain 100% visibility and understanding of all IT assets on the network. It provides the detailed information – installed software, configuration of every PC, Mac and Linux device, accurate and up-to-date record of location – on every piece of hardware and software on the network, as well as dynamic business level reporting. It also automates the collection of hardware, software and system information to ensure accurate data for corporate, regulatory and software license compliance.



However, creating and controlling a CMDB/CMS is not a simple task to master. Creating a CMDB can be very time consuming. Numara Software offers a practical and painless approach to taking control of your infrastructure by creating and managing a CMDB/CMS with Numara FootPrints Configuration Management. It puts IT in the position to deliver to the business the one thing it craves – maximum availability of systems, applications, and services.

You'll quickly create a centralised repository of your key assets, support customisable CIs, and view the impact a change or service interruption might have. All without complicated programming. The Numara FootPrints Configuration Management module offers support for customisable configuration item (CI) types and relationships. Numara FootPrints Configuration Management can be put into practice effortlessly and quickly without complex programming, database administration or lengthy implementation.

- Visualise relationships between configuration items (CIs) with a dynamic graphical display for impact or dependency analysis
- Automatically import data from Numara Asset Manager, Microsoft SMS and CSSM, other SQL database tables/ views or CSV files without programming or database management
- Propose changes to configuration items and automatically update the configuration items when changes have been approved or implemented
- Create a centralised configuration management repository or configure several different databases for different projects and usages

## Configuration Management – At the foundation of your ITSM implementation

Defining the relationships between CIs is one of the things that distinguishes Configuration Management from Asset Management. A CMDB/CMS allows your IT service desk to manage Configuration Items (CIs) and relationships in a fully integrated CMDB and perform impact and dependency analysis. This fully integrated solution features a 360° graphical relationship manager for dynamic visualisation of CI relationships.

Built-in import tools are included for automatic loading of CIs from a variety of sources. The ability to create and manage multiple CMDBs for multiple uses or business units ITIL best practice compatibility is simple and intuitive. With full searching and reporting capabilities, Numara FootPrints Configuration Management provides secure, web-based administration, making it easy for IT organisations to populate their CMDB/CMS and automate processes quickly and efficiently.



You can tailor Numara FootPrints Configuration Management to fit your needs using built-in wizards and templates, making it easy to get started with just a few clicks, laying down a solid foundation for a successful ITSM project.

The Numara FootPrints CMDB/CMS is able to automatically merge discovered data collected from auditing tools, including Numara Asset Management, bar code databases, operational databases such as IT purchasing, or any other file formats such as CSV and SQL database tables. CI relationships can be visually analysed dynamically putting your IT organisation in a position to deliver to the business maximum availability of systems, applications and services. Through the visualisation you can navigate through the configuration item relationships and drill down on configuration item details with a single click. The Numara FootPrints CMDB/CMS is tightly integrated with other ITIL/ITSM modules offered by Numara Software to provide seamless interaction between processes. CIs items can be accessed and easily linked to an incident, problem or change request from within those processes, and Change Management requests can automatically create or update a CI's attributes based on approval or implementation. Also, services in your Service Catalogue can be linked directly to the underlying CIs that are essential in supporting those services.

## Change Management

Now, more than ever, organisations need to maintain strong control over changes that affect the infrastructure and the business - throughout the entire organisation. Having defined change management processes and automating them in a controlled manner will help you minimise the number of incidents that occur and greatly reduce the support burden. You can ensure that important changes and related communications don't fall through the cracks and improve

efficiency, because staff members and other relevant parties are working with the most up-to-date processes and requirements.

Numara FootPrints Change Management helps you centrally manage change requests with comprehensive change and approval automation. This easy-to-use, yet comprehensive, add-on tool to the Numara FootPrints service desk is very flexible and fast-to-implement. It gives you the power of a single, centralised solution to track, automate, manage, control, and report on the process of change. You'll quickly implement ITIL v3 or any other change management processes and easily track and manage regulatory compliance for HIPAA, SOX, and SAS 70 (IT Change Management and Accounting Processes) using built-in templates, audit trails, reporting, and more. It provides you with a complete end-to-end audit trail of changes to the infrastructure.

Change processes can be built in just hours, even minutes. Users only need a browser. Numara FootPrints Change Management is designed to enable technical and non-technical users to easily set up workflows and approval processes for all required stages of approval via simple, web-based forms and project wizards. Furthermore anyone can be a change approver in your change process without requiring special access rights or configuration making it significantly more cost effective and scalable within your organisation. Change management can be deployed throughout your whole organisation easily and very cost effectively.

## Knowledge Management

ITIL v3 proposes a "Service Knowledge Management System" – a solution intended to capture knowledge from sources ranging from one end of the service management process life cycle to the other. Keeping solutions knowledge current and accurate is often viewed as complex and a chore for agents - constantly reviewing the database, creating new solutions and weeding out unused ones. The current best practice is to integrate the knowledge lifecycle directly into everyday service desk processes. In this manner, knowledge is kept current by the people helping customers and solving problems with a minimum of extra effort.

With Numara FootPrints, you will integrate knowledge management into your Incident, Problem and Customer Request Management processes effortlessly. You will create public and private knowledge bases with unlimited Frequently Asked Questions (FAQ) categories and sub-categories within a knowledge base taxonomy. Your agents will create solutions from resolved incidents and problems with roles-based approvals for solution submission to ensure that the right information is published. In addition, popularity ranking guarantees that the best solutions always rise to the top.

Our powerful Knowledge Management tool ensures the quality and relevance of information is of the highest level. Agents will be able to find information quickly using populated incident fields as a guide to automatically retrieve 'workarounds' and solutions that solve the issue. Additionally, we are able to provide inciteful reports about the knowledge base activity, trends, contributors, and solution lifecycle data. It is essential to keep a clean and up-to-date knowledge base.



## Release & Deploy Management

Often within a change management process an outcome or task will require an operating system or desktop software to be upgraded. Numara FootPrints CMDB will present the devices requiring attention and display this within the change management function, from here a support analyst can launch a software distribution tool.

With Numara FootPrints, you can plan releases from approved changes and deploy custom packages automatically with Numara Deploy. This application allows you to, easily and reliably distribute application software across any connection.

Numara Deploy makes it simple to install, remove, update and repair software applications from your help desk PCs and can be used to create distribution packages with a click, then automatically push Numara Deploy Client data or software out to PCs in your environment.

## 3 Service Operation

### Incident, Problem, and Request Management

Today, support organisations are responsible for delivering effective service to all incoming incidents, problems and requests from customers using multiple forms of communication to submit them.

Numara FootPrints Incident Management allows agents to rapidly and proactively manage the resolution of incidents affecting performance. The incident management process captures the initial request, manually via a support desk agent, or electronically via email, web submissions, or via 3rd party triggers. They are naturally date and time stamped, prioritised, categorised and where possible resolved or escalated appropriately.

Problems are the root causes of Incidents. Problem Management involves resolving the problem so related incidents can be cleared and no longer occur. Numara Footprints Problem Management is closely integrated with our CMDB so that a graphical view of related CI's can be visualised and delivers a centralised process to differentiate between incidents and emerging or known problems.

Request for Change allows the Change Manager to put the necessary steps in place to resolve problems and therefore the underlying incidents.

With Numara FootPrints, you will improve your service management processes when you:

- Centrally track, support, and manage all incidents, problems and service requests worldwide that are coming in from multiple channels, including phone, email, web, live chat and wireless devices
- Record, track, assign, escalate, manage and report on issues throughout their full life cycle
- Deliver information, alerts and assignments to Agents and remote team members via multiple communication channels
- Support and manage separate partitioned projects or workflow scenarios for different functions, users, and groups worldwide with different fields, databases, look and feel, business rules and more

### Event Management

In ITIL v3, Event Management is used to define a process that helps leverage the automation of events, enabling them to become more effective and efficient. ITIL defines an event as "any detectable or discernable occurrence that has significance for the management of the IT infrastructure or the delivery of IT service." These events represent potential interruptions to service caused by failures in the infrastructure. In Event Management there are three paths that can be taken, informational, warning, and exception.

The Numara Network Monitor solution continuously monitors the health and performance of vital network components. It will help you:

- Keep the network up and running and to proactively solve network problems before they occur
- Ensure maximum availability of mission-critical server applications and vital network resources
- Track exactly when and how many times a particular event occurs
- Send configurable email notifications and alerts automatically when an event occurs, which will then create an Incident in Numara FootPrints

## 4 Service Improvement

The goal of Continual Service Improvement (CSI) is to align and re-align IT Services to changing business needs by identifying and implementing improvements that support the Business Processes. The perspective of CSI is the business perspective of service quality, even though CSI aims to improve process effectiveness, efficiency and cost effectiveness of the IT processes through the whole lifecycle. In order to manage improvement, CSI should clearly define what should be controlled and measured.

### Service Reporting

Numara FootPrints provides built-in and customisable metrics, dashboards and comprehensive reporting to automatically track trends, time spent, service level management and performance. With the automated, administrative Flashboard, you'll get a consolidated, real-time view of multiple service desk activity and performance metrics. Your agents will have the ability to view their own activity and performance with the customisable individual agent Flashboard. Numara FootPrints will enable you to report on complete audit trails for organisational and governmental auditing.

Numara FootPrints allows you to easily design, save, and auto-run real-time, customisable reports and graphical metrics to quantify performance and trends. You can report on complete audit trails for organisational and governmental auditing, generate quick, custom reports using templates, cross project, and automate scheduled reports.

### Dashboard

Built on the latest AJAX web technology, our Dashboards deliver flexible, rapid and relevant information the way you want it. Our drag and drop Dashboard allows you to move the components you want presented in the format you want them in. Additionally, you have the ability to include custom saved search components limit results of graphs and charts to display your most relevant categories such as top 5 issues based on count. Also you can consolidate project data and show project totals on your dashboard for more than one project at the same time.

Analyse chart and graph details in an easier manner with drill-down capability in dashboards and flashboards, as well as built-in customer reports without having to create additional detailed reports. With a simple click on a bar or pie slice, associated details are automatically revealed to provide more visibility and support information helping you to make better decisions.

## Highlights – Numara FootPrints Real World Capability

**Incident Management** – Resolve Incidents faster with configurable forms and sophisticated, effortless workflow

**Problem Management** – Perform root-cause analysis to resolve pervasive problems and prevent recurring incidents

**Request Management** – Manage all customer service requests to ensure effective service delivery

**Event Management** – Monitor key systems with Numara Network Monitor and automatically create incidents for significant events in Numara FootPrints

**Service Asset and Configuration Management** – Discover assets with Numara Asset Manager and visualise relationships between Configuration Items and services with Numara FootPrints Configuration Management

**Change Management** – Automate unlimited approval workflows with full audit trail and secure email approval with Numara FootPrints Change Management

**Knowledge Management** – Build a knowledge base of rich solutions with drill-down FAQ categorisation and knowledge authoring approvals

**Release and Deploy Management** – Plan and schedule releases from approved changes with Numara FootPrints and deploy custom packages automatically with Numara Deploy

**Service Portfolio Management** – Design, approve and manage service offerings to customers and other key stakeholders

**Service Catalogue Management** – Create, publish and offer customised menus of services to internal and external customers based on their roles for end-to-end request management with Numara FootPrints Service Catalogue

**Service Level Management** – Enforce and report on agreed upon response and resolution times based on your service level agreements and their related services

**Service Reporting** – Create customised trend and performance reports with comprehensive reporting tools to aid in the continuous improvement to your service delivery

## 5 Numara FootPrints Mobile

Numara FootPrints Mobile enables agents to save valuable time and stay on top of assignments 24/7 from anywhere. This module does not require 3rd party or special integration software. Numara FootPrints Mobile offers real-time, dynamic access to the service desk using the native web browser on their Microsoft® Windows Mobile, RIM® Blackberry®, and Apple® iPhone® devices. Whether they are in their car, at a customer site, or in a meeting, agents can interact directly with Numara FootPrints without a PC, making them more responsive and productive.

Agents can now use the standard browser on their handheld to log into Numara FootPrints and create, view, edit, and close issues, and even vote on change requests needing their approval through customisable templates specific to your organisation's workflow that does not require any programming.

View only the fields you want through a streamlined interface for small screens. This user-friendly layout is easy to configure without any programming.

The application allows you to easily and automatically synchronise tasks, appointments, and contact data with your favorite PIM solution using Numara FootPrints. Download selected issues and contact information for offline use, update issue information, close issues, and synchronise calendar events bi-directionally.

### Freedom to expand

Because of Numara FootPrints inherent web and project architecture, users can easily expand their IT Service Management. To include internal or external services, we believe we have the most intuitive, flexible and powerful consolidated service desk on the market today.

This is further proven by the fact that over 80% of our customers are now using Numara FootPrints for more than their initial requirements.



*“Over 80% of our customers are now using Numara FootPrints for more than their initial requirements.”*





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