

**Numara Software defines the Practical Help Desk and Asset Management Solution**

Numara Track-It! is a proven and comprehensive IT Help Desk and Asset Management solution enabling organizations to cost effectively employ industry best practices.

**Numara Track-It! 9 New Feature Highlights**

- New! Change Management module
- Enhanced ITIL best practice support
- Performance optimizations
- Windows 2008, Windows 64-bit and Oracle 11g support
- Simplified updates with automatic data back up and data protection
- Simplified and integrated directory importer

## Numara Track-It! 9 What's New?

IT leaders need enhanced tools to manage evolving business needs and increasing economic challenges. Numara® Software meets these needs with the next major release of the company's award-winning software, Numara® Track-It!®. Driven by customer feedback and requirements, Numara Track-It! 9 is practical, comprehensive and cost effective. The release provides enhancements and new features you need to improve your approach to IT management.

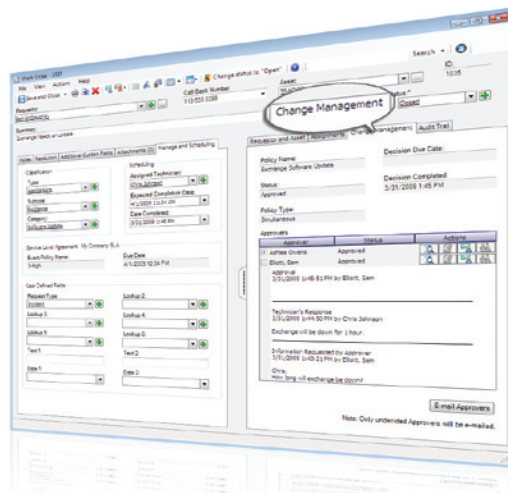
Focused on providing a solution that is cost effective yet comprehensive with support for industry best practices, Numara Software now includes integrated change management, extensive performance optimizations, support for the IT Infrastructure Library (ITIL®) and expanded platform support in the latest release of the award-winning Numara Track-It!.

### Change happens – manage It!

Avoid service interruptions and lost revenue associated with unmanaged changes. Get the flexibility you need to seamlessly upgrade services, hardware and software. Our new change management capabilities give you the tools to allow anyone to manage change from any location without additional licenses.

### Manage It! with Numara Track-It! Change Management

- Integrated with the Numara Track-It! Help Desk module
- Automate workflow for all change requests
- Increase accountability with automatic change request audit trails
- Avoid the costs associated with the impact of unplanned changes
- Assess impacts, risks and rewards by planning ahead



Avoid service interruptions without additional cost with Numara Track-It! Change Management.

### First-rate customer experience

Numara Track-It! 9 continues our commitment to helping organizations provide excellent customer services. The new release features support for standardized, proven processes to help drive customer satisfaction and improve efficiency.

#### • Increase visibility and control for better customer satisfaction

Numara Track-It! 9 supports ITIL best practice processes leading to improved efficiency, greater transparency and improved customer satisfaction. It is a single, comprehensive tool for all of your help desk needs, including integrated incident management, problem management, asset management, and change management.



A single, integrated tool provides a 360 degree view of all incidents, problems, changes and assets.

### Customer driven: You talk, we listen

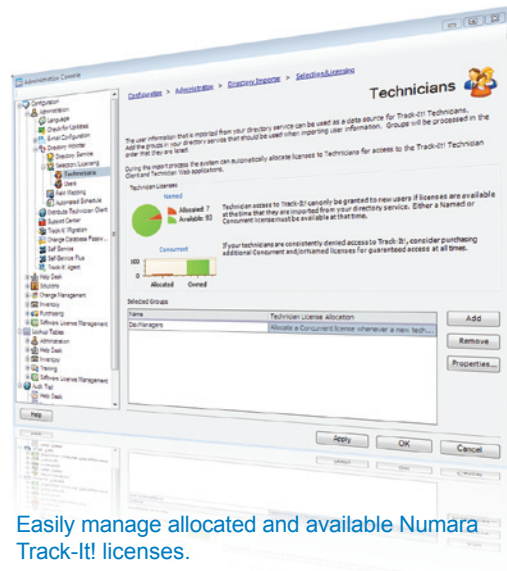
In a changing economic environment, it is important to get a cost-effective solution without sacrificing functionality. Numara Track-It! 9 incorporates your feedback to help you save time with efficiency improvements, performance enhancements, expanded platform support and simple, secure updates.

#### • Optimize performance to get more work done in less time

Numara Track-It! 9 has increased its startup performance and work order and asset creation speed, resulting in improved interaction between all Numara Track-It! modules.

# Track-It! 9

- **Evolve IT with technology and your organization**  
Numara Track-It! 9 now supports the following platforms:
  - MS Active Directory<sup>®</sup> 2007
  - MS SQL<sup>®</sup> 2008
  - MS Windows Server 2008 32-bit & 64-bit
  - MS Windows XP SP3 32-bit & 64-bit
  - MS Windows Vista<sup>®</sup> SP3 32-bit & 64-bit
  - Lotus Notes<sup>®</sup> 2008
  - 64-bit Remote Control
- **Eliminate the pain of upgrades**  
Upgrade painlessly with in place updates in Numara Track-It! 9. Data and custom configurations are automatically backed up and migrated to the new version during upgrade.
- **Effortlessly integrate with Active Directory**
  - Take advantage of integration with Active Directory, which has been simplified with wizard-driven configuration and workflow.
  - Import users from multiple directories and domains with improved Directory Importer functionality.
  - Maintain control over the number of available and allocated Numara Track-It! licenses with a graphic display for simplified license management.



Easily manage allocated and available Numara Track-It! licenses.

## We Listen to Your Needs

Find out how we can help you to:

- **Improve Customer Satisfaction**
- **Avoid Unplanned Service Interruptions**

For more information call (800) 557-6970

or visit our website at [www.numarasoftware.com](http://www.numarasoftware.com)

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