

Ease of Use

Feature	Benefit	Standard	Professional	Enterprise
New! Microsoft™ Outlook-Style Look and Feel	With a new familiar Outlook style look and feel along with improved visibility of all available actions, technicians will find learning and using Numara Track-It! easy.	•	•	•
New! Smart Technician Client	The new Technician Client supports technicians working over a local area network (LAN) or a wide area network (WAN) with superior performance.	•	•	•
Installation Wizard	Makes installation quick and easy by allowing all Numara Track-It! components to be installed simultaneously.	•	•	•
Instant and Customizable Configuration	Instantly configures technicians, end-users, and assets. It also allows data and settings from existing Numara Track-It! (7 SP1) to be imported.	•	•	•
New! Remote Technician Client Installation	Using "Click Once" technology, a link is sent to each technician enabling them to install the Technician Client remotely over a LAN or a WAN decreasing deployment time.	•	•	•
Centralized Administration	Administrator console enables configuration and management of Numara Track-It! settings from one location.	•	•	•
New! Home Page	New Help Desk performance dashboard views along with visual displays of Asset Management summary information as well as technician and end-user announcements.	•	•	•
New! Multi-Task Capability	Technicians may not only have multiple instances of Numara Track-It! open simultaneously but they can also have an unlimited number of records open at the same time with the ability to view records simultaneously or to ALT-TAB between records.	•	•	•
New! Search Engine	New and improved Google™-like search engine enables fast full text search capabilities across each Numara Track-It! module.	•	•	•
New! User Defined Fields	Additional user defined fields support standard and customized processes or activities.	•	•	•
System and Personal Views	Enables technicians to import, export and customize views. View information can be exported into CSV, HTML, XML, and XLS file.	10 Personal Views	15 Personal Views	30 Personal Views
Pre-Defined Crystal Reports	Simplifies management with pre-defined Crystal Reports and graphs for Inventory, Auditing, Software, Help Desk, Purchasing, Library and Training. Crystal Reports XI Reports Professional is included with Numara Track-It! Enterprise.	•	•	•
New! Customizable Print from Grid	Instantly prints the current grid view, including the existing groupings and filters. In addition, customize existing reports by easily applying the grid groupings and filters to existing reports using Crystal XI.	•	•	•
Custom Reports	Creates custom reports using Crystal Reports XI for Numara Track-It!	Pre-Defined	Crystal Standard	Crystal Professional
Requestor/Workstation Look-up	Through the integrated help desk and inventory modules, technicians quickly view and select the requestor information along with the associated assets and vice versa.	•	•	•
Preview Pane	Preview work order description and resolution through a preview pane.	•	•	•

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Personalized Customer Service and Support Center	Easily access your Numara Track-It! registration, contact information, support plan and licenses through the administration console. Other benefits of the Support Center include: auto support renewal, monitoring of Numara Track-It! license usage, requesting additional licenses and automatic notification of updates.	•	•	•
Directory Importer for Active Directory	Saves time by Synchronizing Numara Track-It! Technician and end-user data with ADS.	On demand	Scheduled	Scheduled
Directory Importer for LDAP	Saves time by Synchronizing Numara Track-It! Technician and end-user data with LDAP.			Scheduled

Help Desk

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Work Order Management	Easily manages work orders by user and/or IT asset.	•	•	•
Technician Access License Type	Enables Technicians to access Numara Track-It! individually or concurrently.	Named	Named	Named or Concurrent
Operating Hours	Drives work order due date, notification and escalation.	•	•	•
Local Time Zone Display	Displays date information based on viewer's local time zone.	•	•	•
Spell Checking	Delivers a powerful spell-checking option in the Windows Client.	•	•	•
Remote Disconnection of Technician's Session	Ability to disconnect a technician's session from a remote workstation.	•	•	•
Security Policies	Controls access to Numara Track-It! data by module, technician, department, location and drop down fields as well as secures sensitive report information by controlling technician security.	Pre-Defined	Pre-Defined	Pre- and User-Defined
New! Field Tech Web	Request/work order management functionality via a web application to support technicians solving IT issues while away from their desks.		•	•
New! Private Technician Notes	Private notes only visible to technicians. These notes are not visible to end-users through Self Service or system notifications.		•	•
File Attachments for Work Order and Solutions Database	Ability to attach specific documents to a work order for additional information or approval.		•	•
Automatic Work Order Creation From Free Form Email	Saves time with automatic work order creation from end-user or technician emails.		•	•
Automated Response for Work Order Status	Automatically responds to user email requests for work order status.		•	•
Improved! Automatic Notification and Escalation of Work Orders	Ability to configure whether technicians and/or end-users get notified of new, modified, pre-due date warnings, overdue, escalated and completed work orders.		•	•
New! Customizable Management Dashboard	Measures help desk performance and business service level goals through customizable dashboard reports including report drill down capability for problem solving.			•
New! Service Level Business Rules	The flexibility to link a Service Level with any end-user, department, location, type, sub-type, category and/or priority by defining work order event policies.			•

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New! Automatic SLA Assignment	SLAs may be automatically assigned to work orders when a work order matched a Service Level Business Rule, eliminating the need to manually assign an SLA when a work order is created.			•
Improved! Skills Based Routing	Automatically routes a work order based on end-user, department, type, sub-type and category.			•
New! Work Order Templates	Quickly and accurately logs work orders with default values in support of common tasks such as New Hires and Password Reset.			•
New! Audit Trail	Tracks all additions and changes to a work order, including details of all system notifications and escalations sent to requestors and technicians.			•
Multi-Part Work Order	Provides ability to break a work order into multiple parts which can be reassigned to a newly defined parent work order.			•
Three Tier Work Order	Provides granularity for better reporting.			•
Outlook Task Synchronization	Synchronizes work orders with Outlook task (PDA).			•
Secure Work Order Description and Resolution Fields	Provides the ability to secure work order description and resolution fields as well as automatically generate a time, date and use stamp.			•

Asset Management Functionality

Feature	Benefit	Standard	Professional	Enterprise
Auto Discovery of All IP Assets, Including Non-PC Assets	Enables network scanning by Windows network domains, IP addresses and Active Directory Organization Units to discover assets such as workstations, switches, routers, printers and other networked IP devices.	•	•	•
Improved! Inventory Support of Non-PC Assets	Provides ability to inventory non-PC assets such as printers, routers, switches, hubs and any other networked devices for tracking purposes.	•	•	•
New! Inventory Hardware Views	Technicians may create hardware views to manage the attributes necessary to do their job.	•	•	•
Inventory Stores and Displays Differential Audit Information	Facilitates the tracking of changes since previous audit.	•	•	•
Integrated Software File/Program Auditing and Tracking	Discovers software information and enables the tracking of software files and programs.	•	•	•
One Touch Audit	With one click push the Track-It! Agent, audit the workstation and merge hardware and software results; login scripts are not required.	•	•	•
Scheduled Audits	Automatically performs scheduled audits of workstations and updates inventory information regarding those assets.		•	•
Software License Management	Proactively manages software license compliance by easily tracking and reconciling purchased software with deployed software as well as authorized workstations with unauthorized workstations.			•

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Automatic Notification of License Expiration	Provides automatic notification of license expiration, pending expirations, license count at user defined critical usage levels and more.			•
Software License Grouping	Enables grouping of software licenses under one title for easy tracking.			•

End-user Support

Feature	Benefit	Standard	Professional	Enterprise
Self Service	Allows end-users to submit and review work orders, view technician messages and search the Numara Track-It! solutions database for self help.		•	•
Self Service Advanced Work Flow	Business rule support of routing, escalation and notification of work orders submitted via Self Service.			•
Password Reset	Enables end-users to reset their own passwords from their own workstations or from a co-worker's workstation.			•

Additional Modules

Feature	Benefit	Standard	Professional	Enterprise
Numara Deploy	Creates and distributes packages that install and update software applications on local, mobile and remote Windows® laptops, PCs or servers throughout your organization, without leaving your desk.	•	•	•
Numara Patch Manager	Automatically scans and deploys Windows® security patches to servers and workstations from a central console.	•	•	•
Numara Network Monitor	Lets technicians monitor network health, availability and performance.	•	•	•
Numara Industry KnowledgePaks	Provides help desk technicians and end-users access to a centralized and comprehensive technical support database delivered to them in the way that best meets their needs.	•	•	•
Numara Remote	Lets technicians remotely control Windows® systems from within Numara Track-It! or Numara FootPrints, including bi-directional file transfers, secure authenticated communication, firewall friendly, multi-technician access to shared end-user's desktop and chat sessions.		•	•
Numara Track-It! Mac Audit	Performs a network audit on Macintosh systems and incorporates that information into the Numara Track-It! inventory. Supports three types of communication protocols; AFP, SMB and TCP. Now enables creation of custom installation packages and deployment of packages remotely using Apple's remote login (SSH). Also allows remote execution of administrative scripts, schedule audits and the capture of file content on remote systems.		•	•
Numara Track-It! Bar Code	Accurately identifies, validates and transfers any asset quickly and easily. Seamlessly integrates into Numara Track-It!		•	•

Track-It!® 8 Overview of Features

Feature	Benefit	Standard	Professional	Enterprise
Numara Track-It! Survey	Web-based application especially beneficial to organizations that value the ability to quantitatively measure overall end-user satisfaction with IT and help desk services.		•	•
Numara Track-It! Self Service Plus	Extends Numara Track-It! Self Service Enterprise with natural language search and rating of solutions in the extensible knowledgebase.			•
Numara Track-It! for Oracle®	Enables the use of Oracle database with Numara Track-It!			•



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