







Track-It!



Trust Track-It!

Customers. Features. Support. Heritage.

Product Benefits:

-  Dramatically reduce time spent on managing and scheduling repetitive tasks with Track-It! Scheduled Work Order
-  Increase users' confidence when placing a request with your helpdesk staff - knowledge base solutions, 24/7 self-service for request submission and online status checks available within the 100% web-based self-service portal
-  Ensure that requests will be addressed in a timely fashion with Service Level Agreements
-  Improve change management control and efficiency by properly managing change requests and encouraging team work and collaboration with Track-It! Change.

Track-It! family

- Ti** HelpDesk
- Ti** Inventory
- Ti** Remote
- Ti** Barcode
- Ti** Change
- Ti** PC Migrate

Introduction

The Numara Track-It! family of IT management applications gives you the option to choose the products that are just right for you, while maintaining a single platform for easy installation. At the core of the Track-It! family is the helpdesk. From this foundation, you have the ability to "turn on" other Track-It! capabilities, such as inventory, change management, migration management, remote control, purchasing and barcode when you need them. We put you at the helm, allowing you to understand, maintain and manage everything you need to run YOUR helpdesk the way YOUR business requirements demand. You can feel confident in your ability to improve customer service, decrease response times and lower information technology costs with a single integrated solution.

The Track-It! Family has:

-  Over 50,000 customer sites
-  Over 180,000 technician licenses
-  Manages over 16,000,000 IT assets
-  Installations in more than 26 countries
-  The worldwide number one position in market share for the segment it addresses

Ti HelpDesk

At the core of the Numara Track-It! family of IT management solutions is the helpdesk. Track-It! HelpDesk provides a 360 degree view of your incidents, problems and change requests. Customer satisfaction, improved resolution rates, lower costs and adhering to industry best practices are of the utmost importance to IT departments. Track-It! helps you automate and streamline processes, ensuring faster and more accurate resolutions to your end user requests. By moving your manual processes into an automated helpdesk solution, you will handle calls faster and make data available when you need it.

Knowledge base solutions, 24/7 self-service and online status checks along with a more streamlined process for managing helpdesk requests will increase your users' confidence when placing a request with the helpdesk staff.

Time is money, and the implementation of Track-It! HelpDesk is quick and easy. It will allow you to automate manual processes, such as email notifications, SLA warnings, skills based routing, audit trails, reporting and much more. Track-It! HelpDesk installation and administration is wizard-driven. The user interface has a familiar Microsoft® Outlook-style "look and feel," enabling users to quickly comprehend available activities.

To keep your operation running profitably, you need to align IT with business objectives, ensuring optimal availability, dependability, security and IT performance. Track-It! HelpDesk offers a powerful workflow engine to support the core ITIL best practices, including incident, problem, change and asset management functions.

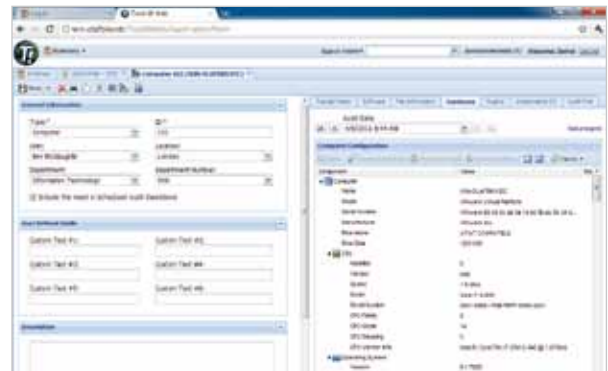


Ti Inventory

With the inventory and asset tracking capabilities found in Track-It! Inventory, any organization can easily identify devices, including laptops, servers, mobile phones or network endpoints. Track-It! Inventory will maintain a comprehensive list of the hardware and software assets across the entire organization with detailed configuration information available at your fingertips.

Many of the issues and support calls that consume your time and resources are a direct result of users making changes to their own computers or installing unauthorized applications. This can impact the security and availability of critical assets and create excess demands on IT support staff. Track-It! Inventory helps you prevent or reduce unnecessary support costs by informing users about unauthorized software.

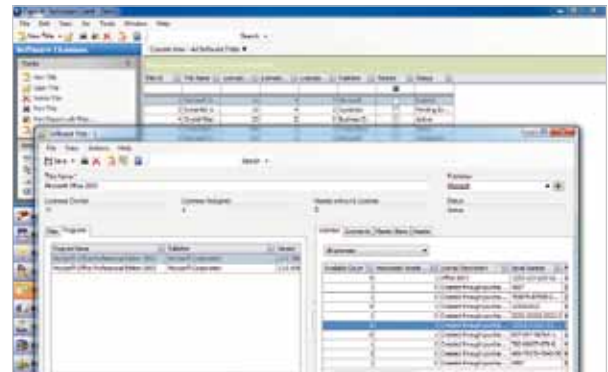
Having a reliable way to determine what software your organization is licensed for is a crucial part of IT management. Knowing what software is installed and whether or not it's in compliance with your vendor licensing agreements are two of the key elements in establishing full software license compliance. Track-It! Software License Management allows you to track and report on the number and type of software licenses owned, the number of installations and the number of licenses assigned to users to help you gain control over your licensing and avoid failing an audit due to over-utilization of application licenses.



Reduce unnecessary support costs with comprehensive inventory tracking

Ti Remote

Working with a more IT dependent workforce has changed how IT organizations normally function. Helpdesk technicians are now expected to become more flexible, better at anticipating needs and learn to accommodate the work force. With Track-It! Remote, businesses can optimize their IT infrastructure to continue delivering services that meet and exceed the expectations of their business-users.



Track and report on the number and type of licenses installed

In today's fast-paced workplace, Track-It! Remote provides helpdesk technicians with the ability to resolve a user's computer problem from a remote location and the means to deliver consistent desktop support in a simplified way.

By allowing helpdesk technicians to remotely view and control users' computers, Track-It! Remote allows administrators to detect, diagnose and resolve PC issues, reduce expenses and increase productivity with a centrally managed system. For instance, administrators can easily see what the user sees after remoting into their machine, and even follow the user's actions without sitting in front of the same computer. Once connected, the solution provides bi-directional file transfer functionality and even clipboard management. The result is a dramatic increase in first call resolution and customer satisfaction.

Ti Barcode

Improving the accuracy of data entry is one of the most common reasons for moving to a Bar Code solution. Does the asset exist? Where? Who owns it? What's on it? These are just a few of the questions that can be answered with a high degree of accuracy using a Bar Code solution.

Track-It! Bar Code makes accurately identifying, validating and transferring any asset quick and easy. It integrates seamlessly into Track-It! Inventory, and allows organizations to track assets that can't be easily found via discovery.

Improving the visibility of all types of assets enhances the control an organization has over those assets. Using Track-It! Bar Code, you can identify, track and manage all types of assets regardless of their location. Whether in a remote location in any part of the world, or within your own headquarters, asset data can be scanned and synchronized by multiple users for reconciliation within Track-It! or saved as a file to email for future processing. The data can also be easily updated if an asset moves.

Ti Change

Track-It Change is our integrated change management application. Due to the complexity of change, it's important to have a centralized solution that can track, automate, manage, control and report on the process of change and approvals based on your business's unique set of rules. Defined change management processes and a solution that automates approval procedures will minimize the risk of changes to the IT infrastructure. If this structured environment is created and supported by a change automation tool, such as Track-It! Change, the outcome of change will easily shift from negative to positive, ultimately saving an organization the expenses of unplanned downtime caused by poorly managed change. Improving customer satisfaction is just one of the many "side effects" of implementing a controlled change management process. Using Track-It! Change to automate change processes and approvals will help institute more structured change management stages.

Ti PC Migrate

Simplify the capture and transfer of all user data and personalities with a GUI-based, automated solution that helps maintain productivity levels and reduce support costs. Reduce the need for manual intervention by automatically moving user personalities—including application settings, wallpaper, drive mappings, bookmarks, favorites, etc. onto a newly created/upgraded Windows PC. Whether you are trying to lower post migration support costs or ease the burden of daily PC change initiatives; Track-It! PC Migrate helps you move user data and restore personal settings with zero-impact to the end user.

Track-It! family					
Ti HelpDesk	Ti Change	Ti Inventory	Ti Remote	Ti Barcode	Ti PC Migrate
<ul style="list-style-type: none"> Incident, Problem & Request Management Self-Service Service Level Agreements Knowledge Management Reporting Process Automation Email Management Skills Based Routing Password Reset 	<ul style="list-style-type: none"> Change Process Automation Approval Workflow Reporting 	<ul style="list-style-type: none"> Asset Discovery Asset Audit Mac Audit Purchasing Software License Management Reporting 	<ul style="list-style-type: none"> Remotely view PCs Remotely manage PCs File Transfer Clipboard Management 	<ul style="list-style-type: none"> Identify assets Validate assets Transfer asset data 	<ul style="list-style-type: none"> User Profile Migration

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Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.

