



What's New in Numara® Track-It!® 10

Track-It! 10 sees the transformation of its industry leading position as an IT Helpdesk, into a powerful family of IT management solutions and utilities that empower small to medium sized businesses and enables IT to optimize the management of software and IT assets. The Track-It! family helps organizations cost effectively improve service delivery to their customers with its integrated helpdesk, asset and application management capabilities.

The latest release of the award-winning Track-It!® family brings with it a brand new member, Track-It! PC Migrate. Along with a new Track-It! family member, new capabilities and enhancements have been added to the Track-It! HelpDesk. Track-It! 10 features a brand new web interface for technicians, easier installation options, fully integrated work order scheduling, optimized user experience and productivity improvements. Track-It! 10 is the same great product you're used to, with new and enhanced functionalities that allow you to accelerate your IT management capabilities.

Web interface for technicians - Organize and manage your work orders and assets anywhere, anytime

Access Track-It! HelpDesk, Inventory and Knowledge Base from a web-browser to manage your work orders, solutions and assets.

Benefits

- ❖ **Web-based entry** – A single, web-based entry point for the help desk technicians daily activities
- ❖ **Helpdesk activity** – Technicians can submit, read, edit and close work orders from their web browser
- ❖ **Knowledge Management** – Not only can new solutions be created and existing solutions edited in the Track-It! Knowledge Base, but technicians can also insert solutions into work orders for quick and easy resolution documentation and generate new solutions from resolved work orders
- ❖ **Inventory and Asset Management** – Initiate audits with the Track-It! Inventory solution when you need the most up to date asset information regardless of your location. All you need is a web-browser to review, edit and audit assets on your network.

NEW! Scheduled WorkOrder

Your busy help desk technicians need every minute of the day to manage the myriad of issues, requests and routine maintenance tasks common to IT environments. Many of these activities are repetitive, with the same information re-keyed over and over again. The brand new Scheduled WorkOrder feature of Track-It! 10 will ensure that you never forget to perform scheduled maintenance tasks.

With the Track-It! HelpDesk Scheduled WorkOrder, you can define and manage a master list of the repetitive work orders your organization requires. For example, if your organization schedules repetitive tasks such as routine services, preventative maintenance and back-ups, you can use Scheduled WorkOrder to automatically handle the creation and assignment of these work orders as reminders that the work must be done.

Benefits

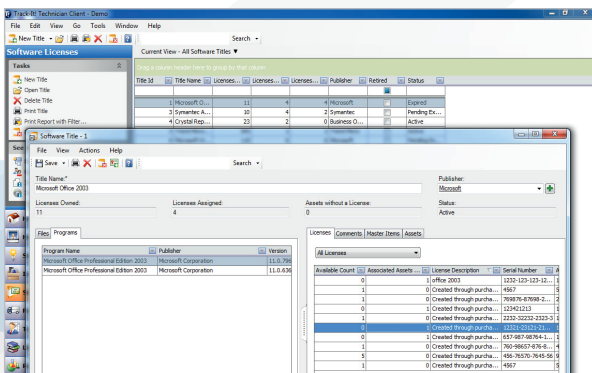
- ❖ Dramatically reduces time spent on managing and scheduling repetitive tasks
- ❖ Improves User satisfaction with consistent, on-time delivery
- ❖ Schedules repetitive preventative maintenance templates for IT, Facilities Management or other business processes.

Installation is faster and easier than ever before

Although the Track-It! family has always been easy to install and implement, improvements have been made to make the process even easier. Our Track-It! 10 family contains brand new installation options allowing you to skip settings you may not know how to set or do not need for the initial installation. This will get you started faster than ever before and prevent any installation delays caused by not knowing what options to select. Track-It! 10 gives you the freedom to choose default settings or to configure your own settings.

Benefits

- ❖ Avoid unnecessary delays caused by not knowing minute details
- ❖ Begin to see cost savings, improved communications and customer satisfaction results faster than ever before
- ❖ Get up and running quickly with a new installation of Track-It!



Track-It! web interface for technicians



Public/Private Knowledge Base Solutions

With Track-It! 10 Knowledge Base you can continue to improve customer service with extended knowledge base functionality. You now have the flexibility to mark solutions as public or private depending on who they are intended for.

Benefits

- ❖ Maintains internal security by providing the end user/customer access to only publicly approved solutions
- ❖ Reduces IT costs without sacrificing the quality service provided to internal and external customers
- ❖ Prevents self service portal end users from seeing solutions that would be too complicated or too risky for them to try on their own.

Optimized Self Service Experience

Users expect easy access to service around the clock. Track-It! 10 Self Service continues to offer customer self-service, but improves usability with a newly redesigned Self Service web portal.

Benefits

- ❖ Avoid extensive end user training with the user friendly interface
 - Large icons with clearly defined functions make it easy for new users to access
- ❖ Allows users to log in to Self Service with integrated Microsoft Windows authentication or a unique Self Service user ID and password
- ❖ Provides everything a user may need, including work order submission, existing work order status checks, knowledge base solutions, important announcements, change requests and more
- ❖ Improved screen layout and dynamic grids provide faster and more user friendly access to the information customers find most important.



Track-It! Self Service

Migrate User Profiles with a New Track-It! Family Member – 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 a restore personal settings with zero-impact to the end user.

Benefits

- ❖ **Complement OSD** – Organizations who are using imaging software for OS and application deployment can use Track-It! PC Migrate hand-in-hand as part of the overall deployment process
- ❖ **Security Ensured** – Encrypt and password-protect sensitive data and settings and use HTTP(S) to isolate user state transport, storage, and access from other network assets
- ❖ **Agent-less Migration** – Allows for agent-less migration with no install/uninstall of Track-It! PC Migrate on the client
- ❖ **Storage Policy** – Allows IT policy creators to decide which data files to retain, and where those files will be stored in order to standardize the environment and decrease support costs
- ❖ **User Interface** – Eliminate the need for command-line parameters and easily configure your user state migrations from an intuitive interface
- ❖ **Cross-Version Migration** – Migrate application settings across versions during software upgrades including Microsoft Office as well as Non-Microsoft applications
- ❖ **MS Office Support** – Migrate settings and data with full support for Microsoft Office 2003, 2007 and 2010 with unparalleled support for user settings
- ❖ **USB One-Off Option** – Store compressed data on removable storage and inject the user state onto the new machine for ad-hoc PC migrations.

Supported Platforms

See Numara Track-It! Technical Specifications Brochure.

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.

