



## Numara Software Releases Numara Track-It! 9, Now with Integrated Change Management

**Tampa, Fla., June 2, 2009** – Numara® Software, Inc., a leader in service desk management solutions for IT professionals, today announced the latest version of Numara® Track-It!®, the world's most widely installed help desk software and asset management solution, which is used at nearly 50,000 customer sites around the globe. With unmatched ease-of-use and integrated automation, Numara Track-It! 9 delivers even greater value to IT help desks in small to mid-sized organizations by offering new change management functionality, support for ITIL best practices and numerous enhancements to improve productivity and work processes as part of the core product.

“As IT continues to increase in complexity, and resources need to be more and more optimized, our customers are seeking low-cost technology solutions that allow them to evolve and adapt with the changes in their organizations,” said Matt Dircks, vice president of Product Strategy at Numara Software. “The new Change Management capabilities in Numara Track-It! 9 have been developed in response to customer demand, making it easier for small and mid-sized organizations to manage IT-related changes, improve control over costs and achieve company-wide compliance across multiple locations.”

Numara Track-It! is a comprehensive workflow driven solution with one of the highest customer satisfaction levels in the industry. Customers have leveraged this market leading solution to manage incidents, problems, assets and knowledge within their organizations. With the new version, their IT help desks can achieve improved efficiency, better cost management and greater transparency with change management functionality that is tightly integrated with help desk and asset management workflows.

“I've been working with Numara Track-It! for more than four years, and this new release is a beautiful program that will give us better efficiency and time management with our staff,” said Jason Voyles, help desk senior at Commonwealth Health Corporation. “Changes used to take me forever, but now we have the ability to keep changes in their own area and separated from other items. Other features I like are the new in-place update, which made installation run a lot faster, and the new Directory Importer, which allowed us to import 1300 employees within 20 minutes. These new additions made my job a whole lot easier. “

Numara Software continues to bring a high level of practical, real world functionality to businesses as the latest version offers powerful, new out of the box capabilities, including:

**Change Management:** Organizations need to manage risks associated with unplanned, unmanaged change. Numara Track-It! enables organizations to automate change management to gather the information associated with a change, communicate the data to appropriate people, obtain approvals and implement the change through an automated approval process.

**ITIL® Service Life Cycle Processes:** Through its integrated modules, Numara Track-It! 9 supports ITIL processes, such as incident management, problem management, asset management, license management and change management.

"With the new version of Numara Track-It!, Numara Software has taken a first-class product and made it even better," said Shawn Robertson, senior systems engineer at First Acceptance Corporation. "After testing the beta version, we were immediately impressed with the new Change Management feature. Change Management is a big area for us now, especially with our focus on ITIL. We've been looking for a means to implement a change control process. It's important to us that we have it fully integrated with our help desk and asset management tool. This is an extremely helpful enhancement that provides us with a better way to track the approvals and checks and balances within our company."

This release demonstrates the company's continued focus on delivering advanced, practical functionality to small to medium sized [customers](#) at an affordable price, and helping IT service organizations deliver a world-class experience to their customers. For instance, IT Help Desk Coordinator, Lyn Stallard, at Desert Diamond Casino (a long standing customer of Numara Track-It!) said, "By integrating Numara Track-It! Change Management, we have been able to streamline our daily operations and quickly deliver decision-making information to key management personnel with over 100 customizable performance and training reports. This module also offers an audit trail feature that automatically tracks and manages changes from initial request to final resolution." Read about how Desert Diamond Casino is using [Numara Track-It! Change Management](#).

Numara Track-It! is a proven and comprehensive IT Help Desk and Asset Management solution that is fast to implement and enables businesses to effectively employ industry best practices. Get more information on [Numara Track-It! 9](#), including a complete list of new features.

## About Numara Software

Serving over 50,000 customer sites worldwide, Numara Software is a global leader in providing practical software solutions for service management to IT professionals. IT organizations of all sizes trust our award-winning solutions, featuring Numara Track-It! and Numara FootPrints, to track requests, automate workflows and support internal and external customers.

Unlike other complex, difficult-to-implement, and costly products, we offer robust, affordable and easy-to-use solutions that can be quickly deployed without disruption to your business. Our flexible solutions can be implemented right out of the box or configured to match your unique IT environment and business processes. They can also be leveraged to support non-IT operations, such as human resources and facilities, allowing you to optimize your investments in licensing, maintenance, training and support.

## About Inok Systems Pte Ltd

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**Inok Systems Pte Ltd** is a Singapore-based company specialising in the marketing, sales, deployment and support of corporate IT Software solutions. We are the Singapore representative for Numara Software