

Press Release



Numara Software Announces Next Generation of its Award-Winning Numara Track-It!

Release Features New UI, Customizable Management Dashboard and Smart Client

Tampa, Fla. – (April 18, 2007) – Numara Software, Inc. today announced the launch of Numara Track-It! 8, the next generation of the world’s most widely-installed help desk and asset management solution. Available immediately, the release sets a new standard for usability, personalization and productivity. New features include a fully redesigned, Microsoft™ Outlook-like user interface (UI) that makes the product even easier to use, a customizable management dashboard with real-time updates to monitor key performance indicators (KPIs) and a Smart Client that provides the same rich user experience whether running over a LAN or a WAN.

“This is the most significant new release of Track-It! in the company’s history,” said David Weiss, CEO, Numara Software, Inc. “We’re particularly proud of the elegant design and the new features that enable users to personalize views, templates, reports and more. With Numara Track-It! 8, users will be able to navigate more easily, connect and search faster, and overall, increase their productivity.”

Numara Track-It! was designed to be the easiest solution to learn and use. This milestone release introduces the concept of personalization with many new features that “fit the way you work.” It now offers customizable asset templates to track only the hardware attributes required for an environment. Also, with just a few clicks, easy-to-use, flexible work order templates can be created to address common, duplicable tasks such as password reset and the processing of new hires. Users can also customize business rules for notification and escalation of customer requests as well as service level agreements and skills-based-routing.

Additional new features and functionality include:

- “Missing tab” – Users will experience improved automatic categorization and updates of discovered and scanned assets, via auto discovery and Bar Code asset reconciliation, showing new, existing, ignored or missing assets. With the new “missing” tab, technicians can easily identify assets that have been removed from their environment.

- “Print the way your work” - Numara Track-It! 8 includes significant report generation enhancements, including the ability to instantly print the content of any grid view with all applicable filters and groupings, and customize any existing report by applying dynamically filtered, parameterized queries to create multi-color reports.

“Adaptable and concise reporting remains a top concern for IT service desk management,” states David Coyle, Research Director at Gartner, Inc. “Customizable dashboards that provide aggregated reports give IT management the information they need to make judicious decisions that help lower costs and increase business satisfaction.”

- “Google™-like Search Engine” – With support of Boolean operators and full text search capability of work orders, assets, knowledgebase and more, help desk technicians will find answers fast and with greater precision.
- Remote control capability – The improved speed and enhanced functionality of the remote control module allows technicians to more easily troubleshoot and solve IT issues without leaving their desks.

“Numara Track-It! has been an extraordinary help to our IT Service Desk over the last eight years. It has become the cornerstone in the technological support infrastructure that VT Miltope’s Information Technologies department uses to assist our users,” says Aaron Melton, IT Project Administrator, Hope Hull, AL. “It is the depository of trouble tickets, inventory control mechanism project tracking tool and software license compliance system. It is the foundation of our IT Change Management System.”

Numara Track-It! 8 encompasses all of the popular built-in features of the product’s previous versions including software license management, the ability to add a barcode inventory system, intuitive installation and configuration wizards and auto-discovery of networked assets such as PCs, printers, routers, switches, hubs and telephones.

About Numara Software, Inc.

Founded in 1991, Numara Software, Inc. (formerly Blue Ocean Software) is a global provider of service desk management solutions for IT help desk and customer support professionals who need to simplify and gain control over their increasingly complex environments. The Numara Software trusted solutions address critical IT and support functions, such as customer service desk, IT help desk, asset management, software patch and deployment, and network monitoring.

With its two flagship products, Numara Track-It! and Numara FootPrints, and more than 50,000 customer sites worldwide, Numara Software is the service desk management leader for small to mid-sized enterprises. To register for a one-on-one guided walkthrough, attend a webinar or download a trial, please call (800) 557-6970 or visit: www.numarasoftware.com.

Numara Track-It! and all other Numara software products are available in Singapore from :

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