

xAssets

Service Management Software

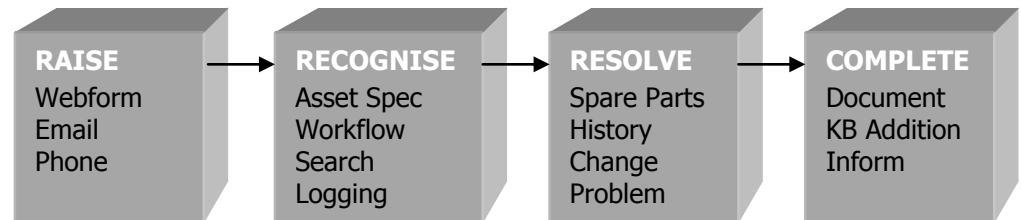
KEY BENEFITS

- Reduce Incidents
- Cut Resolution Times
- Incident Management
- Problem Management
- Change Management
- Other Task Management Processes including Maintenance
- Spare Parts Inventory
- RMA
- Customised Workflow
- Check Asset Specification and recent IMACS events
- Historical reporting and build comparison
- Get notified when changes occur
- Recognise incoming data including software, hardware, patches and users
- Integrate with Anything
- Customise and Extend to meet requirements
- Hosted or Installed on your Network

xAssets Service Management Software

xAssets Service Management Software is a complete solution to centralise management and reporting of incidents and tasks related to the corporate IT infrastructure. The full resolution lifecycle is covered from submission, through to resolution, documentation, and recording.

The solution is browser based and designed to meet the complex / unusual requirements and scalability needs of very large organisations, while also meeting the needs of all other organisations "out of the box". This has been achieved without introducing unnecessary complexity to the end user.



The application is designed to include SOA services as well as more traditional Help Desk processes.

xAssets Service Management Software is available as an integral part of the xAssets IT Asset Management solution. This architecture optimises Service Delivery by ensuring that all incidents are connected into the organisations IT Asset Infrastructure and having direct access to the Asset database in a single integrated application ensures rapid call resolution through data quality, accessibility, accuracy and consistency.

Workflow built to Customer Needs

xAssets Service Management is configured to match the customers exact service management business processes. This can include multi step business process workflows with email notifications and updates as needed.

For example, the problem management closure process includes the ability to close all related incidents, and then each incident will automatically notify the relevant people that the issue should now be resolved, or should be retested to prove resolution.

Reduce Incident Volume

Incidents and Problems are reduced as follows:

- Predict incidents before they occur and resolve them using the reports from Network Discovery
- Increase server reliability by monitoring key measures from Network Discovery
- Discovery reports on stopped Windows Services including Patchlink, Automatic Updates and AV products
- Self Service Profiles can close as well as open incidents

Faster Resolution of Incidents

Incidents and Problems are resolved quickly for the following reasons:

- Full access to detailed asset discovery info from the incident screen
- Rediscover the asset to get updated configuration information
- Knowledge base relating to all previous incidents
- Technicians can access the system from any computer on the network
- Closing a problem record can close related incident records

Ease of use

The browser based interface enables access from any PC on the network. The self service module is very simple and enables end users to submit incidents by email or web form, and they can subsequently close incidents themselves.

The user interface is configured to exact customer requirements, so just the information needed by the business is recorded against each incident. Since all assets are usually stored in the ITAM application, there is no requirement for technicians to complete asset information. The help desk simply finds the caller by name, location or serial number, and raises an incident against the callers computer asset. Asset information is automatically discovered on a regular basis and is always up-to-date.

CUSTOMERS

PANASONIC

DELPHI

EXPERIAN

BMW

SARA LEE

ABBOTT

QINETIQ

DUMFRIES AND GALLOWAY

POLICE

SIEMENS

K12

CHORDIANT

SMORGON STEEL

LIBERTY FINANCIAL

TENIX

NETSTORE

SCHLUMBERGER

UNITED HEALTHCARE

STORAGETEK

GLOUCESTER COUNTY COUNCIL

UNIVERSITY OF THE PACIFIC

UNIVERSITY OF CALIFORNIA

MERCED

THAMES VALLEY UNIVERSITY

ALAN BOSWELL

CEMEX

UNITED STATES PHARMACOPEIA

Customise and Extend to meet requirements

All menus, discovery schedules, discovery methods, views, integrations, classifications, queries, forms, reports and dashboards can be configured to exact requirements, mostly without programming. Customers can introduce new recognition scenarios and code them into the discovery data loader.

Create new business functions and shape the system to requirements without programming. For example, cross charging for IT server usage, or scheduled maintenance plans for servers, can be easily built in using the configuration engine.

Existing installations can be extended with other xAssets products without costly migration or integration fees, since each xAssets product uses the same database and software.

Hosted or Installed on your Network

Customers can choose whether to install on your own servers or have xAssets host the software.

Hosted allows customers to use the software as a service, so all server management, server licensing, backups and maintenance tasks are done by xAssets and the software is accessed through a web browser. Onsite installations are often used where corporate policy requires all data within the company firewall, or where spare server capacity already exists.

Technology based on Microsoft .NET 2.0

Browser based products can be used from a web browser without any client installation. xAssets version 6 products are browser based and run on Microsoft Windows Server 2003 with Microsoft Internet Information Server (IIS) and Microsoft Sql Server (2000 or 2005). Our products are deeply configurable and allow the construction of new functionality with or without programming.

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BENEFITS FOR ENTERPRISES

Enterprises choose xAssets Service Management because it can meet their requirements for security, scalability, low impact discovery, no client installation, and the ability to be customised to meet virtually any requirement including unusual and complex requirements specific to their business.

Browser based interface with Windows Authentication enables worldwide access without deployment onto desktops

Does not write data to discovered clients – the hard disk and registry are accessed but not changed

Collection servers located behind each firewall can speed discovery without increasing licensing cost

Scalability options enable you to support up to 1,000,000 discovered nodes

Multi company, multi currency with full unicode support for Asian and other languages

Configurable to your exact requirements

Integrate with SMS, Active Directory, Belarc, EMC, Commvault, Help Desks and other systems with minimal development effort

Lowest possible TCO of any complete discovery tool