

Enhance Your Service Desk and Improve Service Quality

- Strengthen your customer relationships with improved service and support delivery
- Reduce data entry efforts by pre-populating trouble tickets in Numara FootPrints with IT asset information residing in your LANDesk Inventory Manager
- Optimize agent workflow and spend more time actually resolving issues
- Ensure compliance with all software license agreements
- Work with up-to-date IT asset information every time on every call

Numara FootPrints Integration with LANDesk Inventory Manager

Empower your agents with dynamic access to key IT asset data stored in your LANDesk Inventory Manager system and find on-target solutions to technical problems faster.

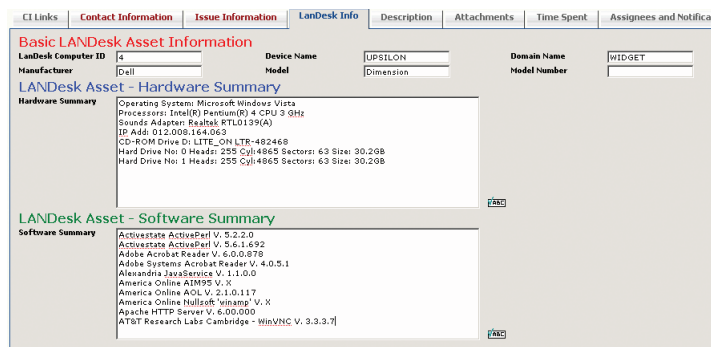
Your customer's time is valuable. Mismanage that time by asking the same old questions every time they call and you'll surely turn that customer away. Keeping customer's happy comes down to spending less time inputting data and focusing on resolving their issue with accuracy and speed. Welcome to the quality-centric service desk!

Optimize the performance of your service desk operations, while improving service and support delivery using the combined strengths of Numara® FootPrints® and Numara FootPrints Integration with LANDesk® Inventory Manager. With this solution, support organizations that already have an existing LANDesk Inventory Manager implementation, also get a world-class, automated service desk that facilitates access to IT asset data stored in their LANDesk Inventory Manager system via the use of a seamless, dynamic link.

Now, your support agents can have dynamic access to the latest, comprehensive configuration data on users' machines, supporting their efforts to troubleshoot and resolve technical problems faster and with improved accuracy. The time it takes to open up tickets is reduced exponentially because the Numara FootPrints Integration with LANDesk Inventory Manager can pre-populate trouble tickets in Numara FootPrints with existing IT asset data. Plus, they'll be able to ensure that they're in compliance with software license agreements.

With the Numara FootPrints Integration with LANDesk Inventory Manager, your support organization can:

- Provide immediate access to mission-critical IT asset information
- Maximize help desk and support operational efficiencies.
- Slash the time it takes to troubleshoot problems
- Ensure that your team is working with the most recent data, including hardware and software information for your users' desktops
- Eliminate administrative inefficiencies, such as data entry error



The screenshot shows a web interface for LANDesk Asset Information. It includes tabs for 'Contact Information', 'Issue Information', 'LANDesk Info', 'Description', 'Attachments', 'Time Spent', and 'Assignees and Notifications'. The main content area is titled 'Basic LANDesk Asset Information' and contains several sections: 'LANDesk Computer ID' with fields for ID, Device Name, Domain Name, Manufacturer, Model, and Model Number; 'LANDesk Asset - Hardware Summary' with a detailed list of hardware components like Operating System, Processor, Sound Adapter, IP Address, CD-ROM Drive, Hard Drive, and Hard Drive No. 1; and 'LANDesk Asset - Software Summary' with a list of installed software including ActiveState ActivePerl, Adobe Acrobat Reader, Adobe Systems Acrobat Reader, Alexandria JavaService, America Online AIM95, America Online AOL, America Online Nullsoft Winamp, Apache HTTP Server, and AT&T Research Labs Cambridge.

View summaries of the latest hardware and software from the asset information screen with ease.