

## Manage desktops and service requests from a single web-based solution

With Numara FootPrints you have a single, web-based entry point for all service and desktop management needs. There is no need to download additional software or learn a new tool. Access desktop management functionality from within Numara FootPrints with the ability to remote control, reboot, transfer files, view running processes and the registry, as well as deploy software.

### Key Features:

#### A single pane of glass

Access the functionality needed for incident and problem resolution, service delivery, change and release analysis and deployment from the easy-to-use FootPrints web interface.

#### Work proactively

Empower Level 1 agents to solve more desktop management issues without the need to escalate; Level 2 and 3 can work more proactively.

#### Customer self-service

Provide users with the flexibility to request a software application and operating system/application patches.

#### Asset data at your fingertips

Improve communication between the IT service management and desktop management teams by providing the right asset information for service delivery, support and measurement.

#### Closed loop processes

Develop a process that covers all bases – from authorization to execution to verification to completion.

#### Audit trails/history

Track and manage the full issue lifecycle with a comprehensive audit trail.

## FootPrints Service Management products:

### Incident & Problem Manager

Automate response and resolution efforts by implementing a defined plan for restoring normal service operations as quickly as possible to minimize the impact on your business. Avoid recurring incidents, minimize impact and eliminate unplanned downtime with proactive problem management.

### Change Manager

Minimize the risk of changes to the IT infrastructure with defined change management processes that automate approval procedures.

### Configuration Manager

Maximize efficiencies, bridge IT and business silos, ensure configuration compliance and speed up problem solving.

### Service Catalog Manager

Improve customer relations with an actionable view of the services you offer, and allow customers to select the service that meets their business needs 24/7.

### Inventory Manager

Automate complex inventory tracking and receive accurate, current and complete asset intelligence to help guide investment decisions, reduce manual processes and maintain compliance.

### Remote Manager

Securely manage routine desktop management tasks with the ability to detect, diagnose and resolve PC issues without leaving your desk.

### Deployment Manager

Quickly and reliably install or remove software applications, application upgrades and system and security configurations, all from a central console without disruption to the end-user.

### Numara Software Regional Offices:

North America

[www.numarasoftware.com](http://www.numarasoftware.com)

United Kingdom

[www.numarasoftware.co.uk](http://www.numarasoftware.co.uk)

Germany

[www.numarasoftware.de](http://www.numarasoftware.de)

France

[www.numarasoftware.fr](http://www.numarasoftware.fr)

Spain

[www.numarasoftware.es](http://www.numarasoftware.es)

Nordics

[www.numarasoftware.no](http://www.numarasoftware.no)

South Africa

[www.numarasoftware.co.za](http://www.numarasoftware.co.za)

Australia

[www.numarasoftware.com.au](http://www.numarasoftware.com.au)

Japan

[www.numarasoftware.com](http://www.numarasoftware.com)

## Who are we?

Founded in 1991, Numara<sup>®</sup> Software is a leading global provider of integrated IT Operations Management solutions. Numara's family of integrated products solve Endpoint Lifecycle Management, Mobile Device Management, Help Desk and Service Desk challenges for physical, virtual and mobile devices, simplifying and optimizing IT Operations Management.





## Numara<sup>®</sup> FootPrints<sup>®</sup>

Service Management Solution Overview

## Numara FootPrints Service Management Key Benefits

**Single pane of glass:** Single, web-based entry point for all of your Service and Asset Management needs

**Unified processes:** Integrated process automation across incident, problem, change and configuration management with the ability to remote control, manage asset inventory and deploy software without manual intervention

**Business intelligence:** Gain greater control of your IT organizations performance and improve executive communications

**One vendor, one solution:** Alleviate management of multiple solutions and support contracts with a single, trusted vendor for IT Service Management and Desktop Management. Additionally, consolidate ITSM and Desktop management duties to help address tighter IT budgets

**Impact analysis:** Reduce service disruptions to a system by conducting comprehensive impact analysis of proposed changes

## Service Management

Numara® FootPrints® Service Management is a part of the FootPrints family of IT Management products and solutions which streamline, automate and improve IT operations.

FootPrints provides you the control and flexibility that you never thought was possible from an IT service management solution. With FootPrints Service Management solutions you have access to an incredibly powerful family of IT Management products that are easy to install, use and change - without the need for expensive consultants or programmers.

FootPrints has been designed to leverage your legacy IT management solutions and enables IT to optimize the management of physical, mobile and virtual devices by simplifying and automating the entire ownership experience. Our solutions uniquely integrate the processes that manage IT, not just the data generated by those processes.

## Become a truly service-oriented organization

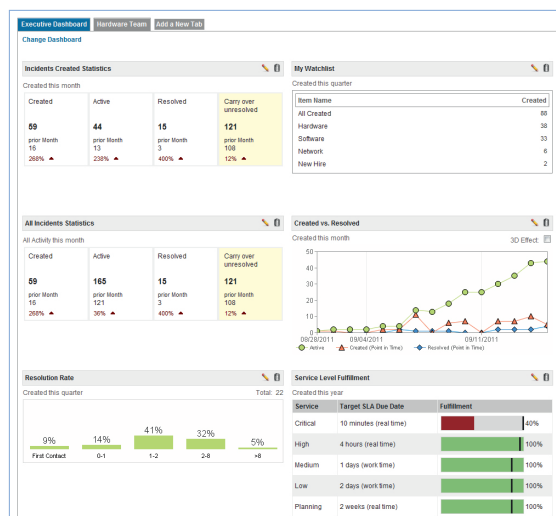
Now more than ever, IT departments are faced with aligning their IT Service Management operations with the business, making them more strategic and business focused. This requires the service management team to have a grasp on how the services they offer are related to the assets that support those services. At the same time, the team needs to reduce reactive service delivery with proactive problem identification to improve customer service, offer the right IT services to the organization and adhere to compliance standards.

### Our solution...

Imagine easing the transformation from a reactive break/fix department to a more strategic, service-oriented organization. Imagine having the ability to access the functionality needed for incident and problem resolution, service delivery, change and release analysis, remote diagnosis and asset repair, configuration management and asset inventory from a single solution and without leaving your desk. Numara® Software's Service Management Solution will help IT to focus on what is important to the business, improve customer service, reduce costs and empower employees.

### Automate business processes

Workflow automation is the key to making sure all of your IT and business processes including incident management, problem management, service request management and change management are routed, escalated, resolved and tracked so you can continuously improve your service levels and keep your users productive and satisfied. Numara FootPrints supports numerous, self-contained environments called "workspaces" for different business processes, each with its own fields, forms, users, workflow and settings allowing for an easy-to-use, integrated and customizable view.



Easily view the status of key business and service metrics at a glance.

## Single, centralized system to track and automate multiple IT and business processes

- Automate numerous business processes beyond the IT service desk, including human resources tracking, development and bug tracking, facilities management and compliance for improved IT efficiency and customer satisfaction
- Maximize ROI with a single software solution
- Increase efficiency by replacing multiple point products
- Reduce overhead costs of disparate tools, hardware, staff and so on

## Business process automation

- Create escalation rules and workflows that automate your processes
- Eliminate manual errors and delays

## Communication and collaboration

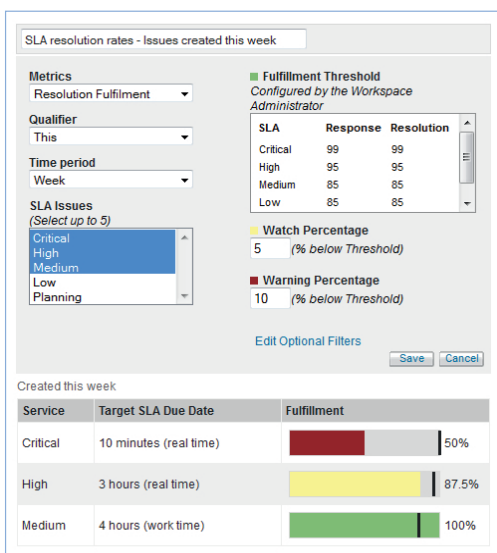
- Improve organizational and executive communication and collaboration

## Routing and templates

- Implement permanent fixes that decrease the likelihood of recurring incidents
- Build reusable templates to generate common incidents and requests, including subtasks
- Define skill-based routing of incidents and requests to agents or teams
- Schedule recurring preventative maintenance templates for IT, facilities management or other business processes

## Searching, reporting and dashboards

- Track performance improvements as a result of automation
- Design your own graphical performance metric reports; run and email them automatically



Easily customize and monitor SLA metrics.

## Support industry standards and regulations

Organizations of all sizes are under pressure to comply with standards and regulations, such as ITIL, Sarbanes-Oxley (SOX), SAS70, PCI, HIPAA, FISMA and FDA 21 CFR Part 11, among others. Many organizations also institute internal governance guidelines or adopt best practices that must be followed. Demonstrating and achieving compliance can be a daunting task that requires documented processes, comprehensive controls and coordination between departments. Implementing a solution that supports compliance along with an effective change management strategy helps to eliminate manual and decentralized tracking processes that are time-consuming and often inaccurate.



## The ITIL framework

The IT Infrastructure Library® (ITIL®) is widely accepted as the de facto set of best practices for IT service management. Thousands of organizations around the world have adopted ITIL's philosophies and guidelines. The key is to adopt best practices in a way that doesn't require huge, long-term investments and delivers quick results that address the biggest problems. The Numara Service Management Solution provides practical, rapid ITIL V3 readiness and enablement for the vital processes that support the demands of your customers.

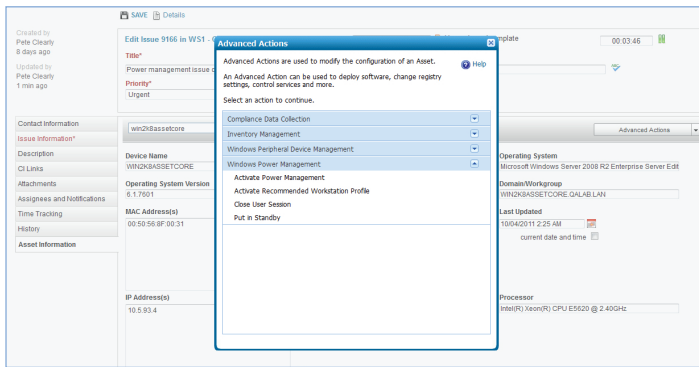
Numara's Service Management Solution is verified by Pink Elephant through its PinkVERIFY™ Program. It has been assessed and verified for Incident, Problem, Change, Service Catalog, Release and Deployment, Service Asset and Configuration, Service Portfolio, Service Level and Knowledge Management, along with Request Fulfillment.

- Incident management – Resolve incidents faster with configurable forms, workflow and customer access
- Problem management – Perform root-cause analysis to prevent incidents from recurring
- Request fulfillment – Manage all service requests and workflow to ensure effective service delivery
- Service asset and configuration management – Discover assets with Numara Inventory Manager and visualize configuration item relationships with Numara FootPrints Configuration Management
- Change management – Automate unlimited approval workflows with full audit trail and secure email approval with FootPrints Change Manager
- Knowledge management – Build rich solutions with FAQ categorization and authoring approvals
- Release management – Plan releases from approved changes with FootPrints and deploy custom packages automatically with FootPrints Deployment Manager

- Service catalog management – Design, approve and manage the full lifecycle of service offerings to customers and other key stakeholders for end-to-end request management
- Service level management – Enforce and report on agreed response and resolution times based on your service level agreements
- Service reporting – Create your own trend and performance reports with comprehensive reporting tools to aid continuous improvements to your service delivery.

### Deliver an exceptional customer experience 24/7

Customers expect instantaneous responses and access to service around the clock. Become a more productive, world-class support center by improving your service response time, service level compliance and customer communications with 24/7 self-service, knowledge management, multi-channel submission, service-level management, service catalog and customer surveys.



Approve change requests quickly and easily.

### Work from anywhere at anytime

The ability to work remotely is no longer an option, but more of a requirement. Most of us see an increase in our work outside of the office. The Numara Service Management Solution is not only 100 percent web-based (so you can work from home), but it is also available on your mobile device. Whether you are in transit, out to lunch or in a meeting, you can access all the information you need. This helps you speed up customer problem resolution and achieve service level agreements by providing your agents with smartphone access to important information.



Manage the services you offer and provide users with an easy-to-use interface with your own customer service catalog.

### Solution highlights

- Change management:** Control software changes and corporate processes by providing oversight of activities and tracking changes
- Incident management:** Detect problems and accelerate incident resolution with configurable forms and sophisticated workflow
- Problem management:** Identify and resolve the root cause of incidents to prevent their recurrence
- Configuration management:** Gain a centralized view of all configuration items, their attributes and relationships, and demonstrate IT compliance with reporting
- Service level management:** Improve service delivery and ensure compliance with customer service level agreements (SLAs)
- Inventory management:** Arm service desk agents with the asset knowledge they need with a centralized system to easily understand your asset portfolio in its entirety for Windows®, MacOS®, Linux®/VMWare® Workstations, servers, laptops and mobile/peripheral devices
- Remote control:** Manage PCs anytime, anywhere. Remotely view and control users' PCs and quickly resolve desktop issues from afar
- Software deployment:** Automate the software distribution process in both heterogeneous and distributed environments
- Customer self-service:** Improve service with 24/7 self service, knowledge management, multi-channel submission and customer surveys.