








## Improve IT control and efficiency

Numara® Track-It!® Change is our integrated change management application, and a key component of our Track-It! family of solutions. If there is one thing in life that is inevitable, it's change, and introducing new processes and technology can wreak havoc on "business as usual." Unfortunately, 60 to 80 percent of failures in IT infrastructure come from changes introduced by IT. These change related incidents and problems are often the consequence of a lack of planning, or failure to fully test or understand the impact that the change has on the service or organization as a whole.

### Product features

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**Flexible Field Configuration:** Classify and differentiate the type of change, such as standard, normal and emergency
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**User Friendly Approval Interface:** Change management interface allows for casting approval or disapproval and adding comments
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**Customizable Approval Flow:** Approval requests can be configured to be sequential or simultaneous for each type of change
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**End-User Approvers:** Enable your customers to play an active role in the decision-making process by allowing anyone to be an approver without special configuration
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**Custom Change Management Processes:** Configure change management processes based on your unique business needs using administration tools that require no programming or technical expertise

Due to the complexity of change, it's important to have a centralized solution that can track, automate, manage, control and report on the process of change and approvals based on your business's unique set of rules. Defined change management processes and a solution that automates approval procedures will minimize the risk of changes to the IT infrastructure.

### The freedom to simply...improve control and efficiency

A change management process defines how your business manages all change requests, big or small. It aims to assess the cost, risk, training, remediation, deployment and communication plans for each change. When managed properly, team work and collaboration are encouraged since every team affected needs to be aware of the change. Each team's input is required in order to prevent duplicate effort and unnecessary risk. If this structured environment is created and supported by a change automation tool, such as Track-It! Change, the outcome of change will easily shift from negative to positive, ultimately saving an organization the expenses of unplanned downtime caused by poorly managed change.

### The freedom to simply...improve customer satisfaction

Improving customer satisfaction is just one of the many benefits of implementing a controlled change management process. Humans are known to make mistakes. However an automated change control process will reduce the percentage of errors associated with introducing new processes and technology. Using Track-It! Change to automate change processes and approvals will help institute more structured change management stages. This not only eliminates the risk of manual error, but also ensures communication is timely, ultimately speeding up service.

Naturally, the introduction of automation and the increase in communication amongst teams affected by a change will decrease organizational disruption as IT will understand the impact prior to implementing a change. This will trickle down to the customer who will benefit from quicker response time and more thorough solutions. Whether a new hire is starting and in need of a new PC requiring management approval, or a request for a new application requiring approval prior to purchase, automated communication will help decrease your call resolution time.



❖ **Out-of-the-Box Reports and Flexible Management Report Generation:** Customized reports are available when you need them

❖ **Audit Trail:** Full historical audit trail for tracking all activities associated with a change request.

**Track-It!** family

- Ti HelpDesk
- Ti Inventory
- Ti Remote
- Ti Barcode
- Ti Change**
- Ti PC Migrate

**The freedom to simply...choose**

Track-It! Change is one part of a fully integrated family of Track-It! solutions. Each Track-It! product or capability automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, the Track-It! family of products provides a single, unified solution to simplify a diverse set of complex IT management needs.

**Imagine...having the choice to:**

- ❖ Decide which products are relevant to your business and when
- ❖ Manage IT from one console
- ❖ Implement quickly
- ❖ Deliver rapid return on investment
- ❖ Reduce the burden of general IT management so you can focus on more strategic activities

For more information on the minimum requirements necessary to use Track-It! Change, please refer to our Technical Specifications document available online.

**Who are we?**

Numara® Software Inc. is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara® FootPrints® and Numara® Track-It!® collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom  
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the right solution for you