Web-Based Asset Management

Finally...
an easy-to-use, web-based asset management system.

Finding the right software to track your company's PC assets can save your help desk professionals up to 50% of their time in dealing with customer support issues.

IssueTrak Asset Management is designed to empower you to take control of all your business PC assets. Allowing tighter financial controls, software compliance, faster problem resolution, and detailed management reporting.

Tightly integrated with IssueTrak's proven 'support desk' solution, IssueTrak does more for less, and is 100% web-based.

- £ Automated Discovery
- £ Initial and On-going Audits
- £ Financial Control Information
- £ HW and SW Identification
- £ Detailed Management Reporting

100% Web-Based

With IssueTrak, there's no installation at the desktop, training is minimal, and rollout is painless

Automated IT Asset Discovery!

Detailed Asset Management Reporting!

IssueTrak Asset Management Features

Tightly integrated with IssueTrak Helpdesk

Extensive Reporting

Management reporting, strategic decision-making, asset allocation, software compliance, financial reporting, audits

Seamless PC Auditing

The IssueTrak TrakPC program produces an XML file that contains information about the PC, such as processor type and speed, memory, disk space, NICs, and software installed. TrakPC can write the file to a network location, or it can send the file via HTTP to the IssueTrak Asset Management server. Scheduling features are built-in, allowing monthly, weekly or daily audits

Financial Planning and Budgeting

Asset Management must provide the value, contract, service level, ownership and entitlements associated with a PC, network device, server or software component. This allows an organization to manage and optimize a software and hardware asset portfolio. Reports can be generated to support management functions such as budgeting, planning, deployment, chargeback, software license compliance, lease management and contract renegotiations.

Highly Scalable

Built on Microsoft SQL Server technology, IssueTrak Asset and Inventory Management scales up to handle enterprise-level IT requirements

IssueTrak Help Desk Integration

When a user calls with a problem, pull up the users hardware and software configuration right from the IssueTrak Helpdesk

Asset Management an Add-on Module to the widely accepted IssueTrak 'Service Desk'

- £· Product Support
- £· Service Requests
- £· Customer Relations
- £· Human Resources
- £· Help Desk Incidents
- £· Project Tracking

The IssueTrak 'Service Desk' provides

- £· Extensive reporting
- £· Handles multiple locations
- £· Customizable system options
- £· Searchable knowledge base
- £· Issue escalation
- £· Project tracking
- £· Automatic E-mail notification

Want more information about IssueTrak?
Go to www.IssueTrak.com for your free on-line demo.
Or, call one of our service representatives at:
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