



What's New in Track-It!® 10.5

Track-It! 10.5 continues to improve its industry leading position as the IT Help Desk and Asset Management solution for small to medium sized businesses by going mobile. Track-It! now enables IT departments to gain control of their Help Desk and better support their users from their mobile devices with the power of Track-It! On-The-Go.

NEW! Track-It! Mobile – Organize and manage your work orders anywhere, anytime

The latest release of the award-winning Track-It!® features a brand new Mobile Web experience, easier installation options, optimized user experience and productivity improvements. Track-It! is the same great product you're used to, with new and enhanced functionality that allows you to accelerate your IT management capabilities.

Accessing the power of Track-It! with Track-It! On-The-Go

Access the Track-It! Help Desk from a mobile device web-browser to manage your work orders and access solutions. IT staff can now organize and improve service delivery to their users with the fully integrated help desk capabilities of Track-It! from their desks or on the go. Track-It! 10.5 introduces a new mobile device interface which supports access to the Track-It! Help Desk for iPhone, iPad and Android devices.

Benefits

- **Web-based entry** – A single, web-based entry point for the help desk technician's daily activities will detect mobile devices and display a mobile interface appropriate for the smaller screens of mobile phones
- **Help Desk activity** – Technicians can submit, read, edit and close work orders from their mobile web browser
- **Solutions** – Technicians can also view solutions from the Track-It! Help Desk and insert them into work orders for quick and easy resolution documentation
- **Web-based client** – A web based client means consistency and ease of access. All users enjoy the same user interface across different mobile device platforms and no download or client installation is required. Just point the mobile device browser to the Track-It! Web URL

NEW! Retire Assets – Track-It Asset Management

Your IT staff need to replace IT equipment periodically. Computers break down or become obsolete, switches burn up, routers die and in the case of laptops or other portable devices, technology evolves quickly and needs to be upgraded or replaced. Sometime after replacing the equipment and deleting the old asset records from the Inventory, someone from your finance department comes to ask you about the value or purchase information of that asset and you have no record of it. Sound familiar?

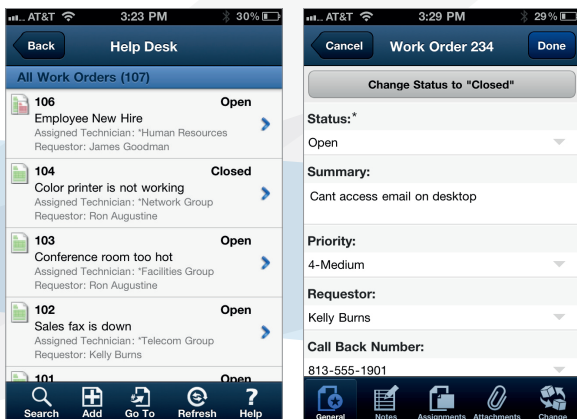
Be in control of your assets and compliance

Most organizations are required to keep records of their IT assets after the asset is disposed of and retired. Some organizations are even required to keep this information for several years. This can become problematic for systems that are allocated a Track-It! Audit or Track-It! Remote license because as long as the item is in the system as an active asset, it utilizes a license. The Retire Assets feature solves these issues.

With the Retire Assets feature, you can mark assets retired within the Track-It! Inventory and maintain all the historical purchase and hardware information while freeing up the software licenses, Track-It! Audit and Track-It! Remote licenses at the same time. Once the asset is marked retired, its state is frozen and it becomes read-only, preserving the record and the date and time it was retired as well.

Benefits

- Dramatically reduces time spent on managing retired assets and licenses outside Track-It!
- Allows you to be in compliance with your asset inventory and financial tracking
- Maintains all your inventory in a central location for efficient compliance and reporting
- Allows you to re-allocate Track-It! Audit and Remote licenses for new machines



NEW! Email Conversation Management – Track-It! Help Desk

With Track-It! 10.5 you can continue to improve customer service and work order record keeping by capturing all email communications that occur between users and technicians who are working on the problem. In today's world, much of the communication that occurs between users and the Help Desk is via email. When those emails are sent from the user or technicians email client, the messages are spread out on different servers or on user's local machines or even somewhere in the cloud. With Track-It! Email Conversation Management, Track-It! sends and receives the email messages and appends them to the related work order in the order they were processed, providing a complete history of the communication related to the issue.

Benefits

- Maintains trail of emails between end users and the help desk ensuring effective and efficient communications and customer service
- Prevents lost help desk requests improving user satisfaction and productivity
- Reduces time spent searching for email threads and user requests
- Increases end user satisfaction by capturing exactly what the user asked for, even if they ask for something else on a follow up. It's all captured in the work order
- Reduce support issues of interfacing your help desk with multiple email platforms. Track-It! sends all the email so technicians can use any email client they prefer
- IT Technicians can send email messages to users from any computer they can access Track-It! from without worrying about having a mail client installed

Performance Improvements in Track-It! Remote

Track-It! Remote has been updated to improve performance and usability on Windows® 2008 and Windows® 7 platforms including an auto-reconnect feature that re-connects sessions automatically if the connection is lost when logging in and out of Windows® 2008 sessions.

Installation is faster and easier than ever before

Although the Track-It! family has always been easy to install and implement, we continually strive to improve the installation experience with each release, focusing on reliability and ease of use.

Benefits

- Avoid unnecessary delays caused by installation issues
- Begin to see cost savings, improved communications and customer satisfaction results faster than ever before
- Get up and running quickly with a new installation of Track-It!
- Update an existing version of Track-It! in place with very little interruption to your help desk

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
to simply **choose**
the right solution for you