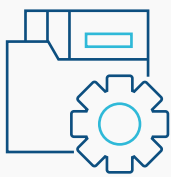


Datasheet

# ServiceOps Asset Manager

An ITAM Solution to Track and Manage all your Software and Hardware Assets.



## Never Lose Track of IT Assets

Asset Manager is an ITAM solution that systematically lets you operate, maintain, deploy, upgrade, and dispose of IT assets. It is designed to effectively support the associated complexity of managing IT assets and related functions. The platform allows service technicians to quickly view a configuration snapshot of every IT asset to identify performance bottlenecks quickly.

### Business Challenges

As modern organizations run on their IT assets for most of their business operations, they pose significant challenges from a cost and risk perspective. To mitigate this risk, organizations need visibility of their IT assets and answers to questions like where they are, who are using them, what were the recent changes made to them, etc. Lack of proper Asset Management leads to limited asset visibility, painful compliance audits, and a long fulfillment cycle resulting in unnecessary delays and losses.

### ServiceOps Asset Manager Benefits

Cut down on costs & prevent wastage of IT resources.

Mitigate risks by meeting compliance requirements.

Achieve optimum asset utilization.

Better control over new asset purchases.

Achieve better control over the software running in your environment.

Associate an asset with its cost & depreciation information.



# Key Features

## Automatic Asset Discovery

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- ✓ Discover, identify, and categorize all pingable IT assets using agent and agentless methods.
- ✓ Track devices even when they go outside the network.
- ✓ Supported OS includes Windows, Linux, Macintosh for workstations and laptops; iOS and Android for smartphones.

## Asset Lifecycle Automation

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- ✓ Acquire, configure, manage, and deploy IT endpoints to manage inventory intelligently.
- ✓ Keep track of asset's health, predict potential issues & optimize assets for optimum utilization.
- ✓ Create workflows to change the properties of assets based on conditions.

## Hardware Inventory Management

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- ✓ Quickly discover & search hardware assets and find configuration details.
- ✓ Maintain detailed logs to track hardware changes and movement of the asset.
- ✓ Maintain a list of preferred vendors and product catalog.

## Software Asset Management

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- ✓ Manage and optimize all software applications through purchase, deployment, utilization, and disposal.
- ✓ Track usage with software metering.
- ✓ Get notified for over usage of a software license.

## Powerful CMDB

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- ✓ Maintain a centralized repository of all IT assets and their configurations.
- ✓ Map assets with incoming incidents for complete visibility from a single dashboard.
- ✓ Generate topology to understand how they are connected within the IT infrastructure.

## Remote Desktop Support

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- ✓ Connect to remote computers over both intranet and the internet.
- ✓ Get support for chat, file transfer, and video calls to troubleshoot or perform modifications.
- ✓ Notify end-users before taking control of their machines.



## Purchase & Contract Management

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- ✓ Easily reconcile, access, track, and report purchasing data of assets from a single dashboard.
- ✓ Get notified on contract expiry and renewal.
- ✓ Assign IT purchases to individuals or groups for budgeting, reporting, and chargeback purposes.

## Compliance Management

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- ✓ Monitor licenses that are actively being used compared to the licenses purchased.
- ✓ Get notified when a license is over and underutilized.
- ✓ Generate software usage reports filtered by location.

## Asset Baseline

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- ✓ Define a set of attributes that all instances of the same asset type should have.
- ✓ Generate alerts in the event of any discrepancies to identify unwanted changes.
- ✓ Create and publish multiple baselines for different asset types.

## Pre-defined and Customizable Reports

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- ✓ Generate customizable, out-of-the-box reports to track asset inventory.
- ✓ Track key metrics like asset count by location, department, and vendor.
- ✓ Create live widgets showing KPIs and add them to the dashboard.

## Barcode and OR Code Support

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- ✓ Technicians can generate a barcode or QR code for every asset in the database to manage their physical inventory.
- ✓ Add new assets by scanning the barcode.
- ✓ Admins can set their prefix and export the codes as PDF.

## Asset Transfer and Movement Request

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- ✓ Track the movement of IT and Non-IT assets between two or more locations belonging to the same organization.
- ✓ Get a detailed audit trail to show the asset movement history.
- ✓ Track the movement of assets going outside the premise through gate passes.



## Remote Push of Agent Probe

- ✓ One-click deployment of the agent from the ServiceOps main server.
- ✓ Agentless method of push, based on deployment policy.
- ✓ Select asset type for Windows and Linux machines.

## How ServiceOps Asset Manager Enables Enterprises



### Strategic

- HW Inventory Management
- Asset Life-cycle Automation
- Powerful CMDB
- Custom Reports



### Operational

- Asset Discovery
- Compliance Management
- Barcode and QR Support
- Asset Movement Tracking



### Financial

- Asset Financial Overview
- Asset Depreciation
- Contract Management
- Purchase Management



## For more information



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