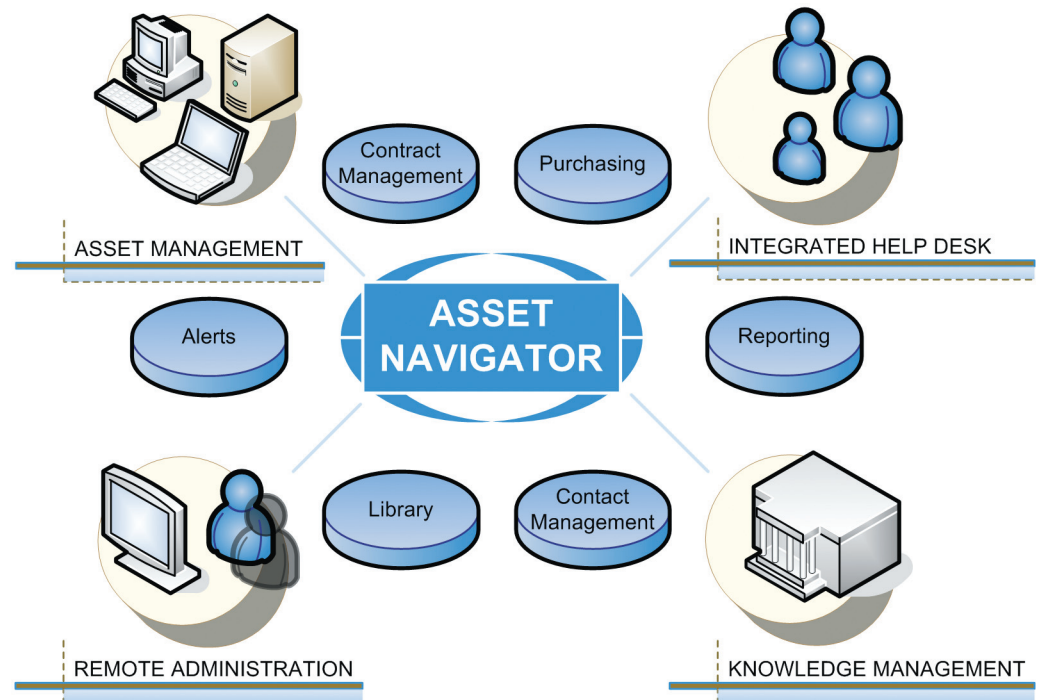


ASSET NAVIGATOR®

Product Fact Sheet



Asset Navigator® is an award-winning IT Service Management solution that enables you to streamline and control all aspects of your IT infrastructure — from Help Desk and Knowledge Management to automated Asset Management and Service Contract Management.

With Asset Navigator you get powerful control over all of your company assets. You can automatically track hardware configurations, software installations, purchase orders, end users, locations, software licenses, service contracts, and a wealth of other asset data efficiently and effectively — throughout the entire asset lifecycle. This lets you make decisions based solely on facts, not assumptions.

Asset Navigator empowers your entire IT to:

- ✓ Establish tight control over IT operations
- ✓ Reduce total cost of ownership (TCO)
- ✓ Plan for OS migrations and software upgrades
- ✓ Prepare accurate and realistic IT budgets
- ✓ Lower the cost of technology
- ✓ Increase end-user satisfaction
- ✓ Raise overall productivity
- ✓ Meet increasing infrastructure standards
- ✓ Achieve more strategic goals
- ✓ Get more done

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KEY BENEFITS

Asset Navigator lets you perform the following:

- Expedite resolutions to hardware or software problems
- Simplify troubleshooting with remote control and external tools
- Perform an audit in a matter of seconds
- Track hardware and system configurations
- Monitor changes through an asset's lifecycle
- Track software products and installations
- Manage all your software licenses agreements

- Ensure ongoing software licensing compliance
- Create and manage purchase orders
- Track service, lease, and warranty contracts
- Track manufacturers, vendors, and software publishers
- Manage all your end users and their respective departments and offices (you can import user information automatically from the Active Directory)
- Maintain a library of loaned-out assets
- Prepare targeted reports and charts

PRODUCT FEATURES

Automated Hardware and Software Inventory

Asset Navigator's automated inventory gives you the widest range of up-to-date hardware, system, and software information from your networked and standalone computers, all in a matter of seconds. Changes detected during an audit can be easily identified using the Change History Tracking feature.

Software Licensing Compliance

Using Asset Navigator to track your software license information, you can rest assured that your entire company is in continuous software licensing compliance. Software Licensing Problems reports will instantly show all the products that currently lack licenses.

Contract Tracking

Asset Navigator takes the pain out of dealing with vendors and contractors by giving you a streamlined tracking tool for all types of contracts and agreements, including maintenance, service, and warranty agreements, and lease and supply contracts. Asset Navigator will even notify you when your contacts are nearing expiration or due for renewal.

Purchase Management

With Asset Navigator you can create purchase orders and email them directly to vendors in PDF or RTF format, track outstanding purchase orders, and automatically transfer received items to inventory. Asset Navigator makes re-ordering a snap by keeping track of frequently ordered products.

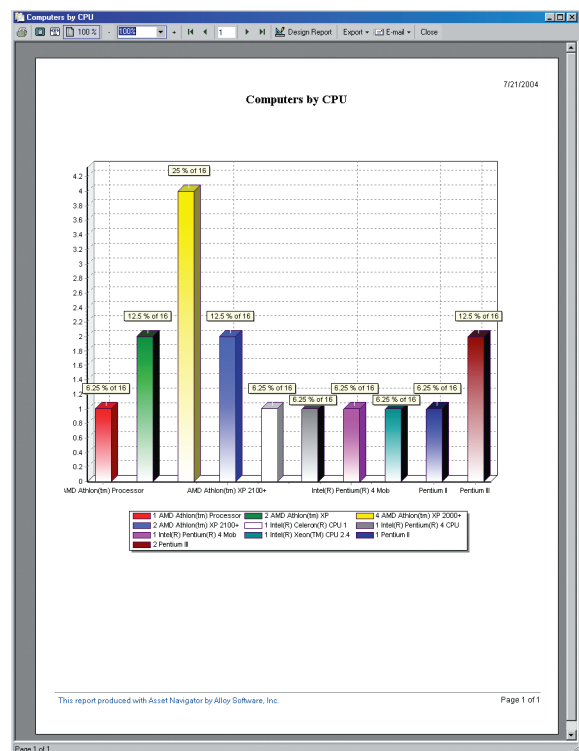
Fast and Secure Remote Administration

Asset Navigator offers seamless integration with Remote Administrator™. This fast, reliable, easy-to-use remote control software saves you hours of traveling to different workstation locations. When in “full control” mode, you can transfer files back and forth, change configuration parameters, install drivers or software, even reboot or shut it down, just as if you were sitting at the target computer's keyboard.

Comprehensive Knowledge Management

Keep track of all hardware and software problems and solutions in one centralized repository: the integrated Knowledge Base. Imagine — no more duplication of support efforts!

Asset Navigator also offers quick and easy access to “pre-packaged” knowledge using RightAnswers' Knowledge-Paks Online™, the world's most comprehensive online database. Technicians and end users can quickly and easily find the most accurate and relevant resolutions to their technical problems.



Data Reporting

You can use over 65 standard report and chart templates. Using the powerful report designer you can customize existing templates or create new reports from scratch. The versatile report generator gives you plenty of choices for formatting and printing your reports, emailing them as PDF attachments, and even exporting in HTML.

Integrated Help Desk

Asset Navigator includes all the advanced features of a premier Help Desk, fully integrated with all of your audited assets. The Help Desk directly reduces the cost of support and greatly increases end users' satisfaction and productivity.

Help Desk features include:

- Manual and automated ticket logging
- Complete control over work orders
- Work time tracking
- Detailed activity logs
- Support history tracking for hardware and software
- Powerful knowledge management
- Configurable email notifications
- Automatic escalation management

Your staff will manage and log user problems in numerous practical and measurable ways, including, but not limited to, creating and assigning work orders; building an integrated Knowledge Base; and setting flexible rules for email notifications and escalations.

Support calls and trouble tickets can be logged manually or automatically. The integrated Mail Connector captures email messages from a designated POP3 or IMAP account and converts them to work orders.

User information can be easily integrated with Microsoft Active Directory or LDAP for immediate access to all of the users' contact details.

You can seamlessly integrate the local Help Desk with the optional User's Web Help Desk and Technician's Web Help Desks modules at any time. These web front-ends allow users and technicians to interact directly with the Help Desk — right from the convenience of their web browsers.

User's Web Help Desk

- Create and submit new tickets
- Receive feedback from the IT staff
- Provide additional information
- View ticket history and track progress online
- Attach files to tickets

Current Time: 07/26/2004 08:59 PM
Logged in as: Anita Travers
Change Password | Logout | Help

New Ticket | Ticket History | Knowledge Base | Settings | Start Page

New Ticket

Priority: Normal
Category: Problem
*Summary :
*Description :
Due Date: Calendar
File Attachment: Browse
File Description:
* required
Submit

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Technician's Web Help Desk

- Enter new tickets
- Search and filter tickets by a number of criteria
- Manage tickets' assignment and completion
- Search for solutions in the Knowledge Base
- Attach files, such as screenshots
- Attach hyperlinks to Intranet/Internet resources and files, such as manuals or reference guides
- Log work activity
- Request additional information from users
- View all tickets' history

Current Time: 07/23/2004 06:57 PM
Logged in as: John Vagner
Change Password | Logout | Help

New Ticket | Ticket History | Knowledge Base | Settings | Start Page

Filter

Requester	Technician	Status	Priority	Category	Show
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Text: ☐ My Tickets ☐ Hide Closed

Tickets: (1 - 10 / 40) Pages: < 1 2 3 4 >

Ticket	Submit Date	Requester	Status	Summary	Technician
R0671	07/17/2004 10:24 AM	Gasner, Joseph	Assigned	new user process freezes if AD import was run previously	Debbie Smith
R0616	07/14/2004 09:00 PM	Jim Curlewis	Assigned	LDAP connection problem	Debbie Smith
R0517	07/08/2004 10:12 AM	Brian Anderson	Assigned	No IP Address in scan	Debbie Smith
R0409	07/02/2004 04:55 PM	Mindy Moore	Closed	Chart is limited to 44 bars.	Mike Myers
R0175	06/29/2004 06:23 PM	Lucas, Greg	Closed	Error while create UM account	Mike Myers
R0173	06/24/2004 08:02 AM	Helge Vinberg Rasmussen	Closed	Duplicate records appearing in access DB	Mike Myers
R0172	06/25/2004 05:35 PM	Aaron Dixon	Known Issue	Long delay during auto-registration	George Ball
R0170	06/17/2004 05:21 PM	Dan Stilla	Closed	Windows 95: OS not detected correctly	Mike Myers
R0169	06/16/2004 04:43 PM	Joel Bredeson	Closed	8000401a error triggered by HDSession creation	Mike Myers
R0160	06/14/2004 03:13 PM	Hugh Norman	Known Issue	several new from template error in Peripherals module	George Ball

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Legend Unassigned Assigned Closed Resolved

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LICENSING

Site License permits an organization to share Asset Navigator among multiple administrative users (technicians) at a single facility (office, building, or campus).

To manage Asset Navigator you'll need a separate **User Access License** for each administrative user. To audit and track the hardware and software on machines that you manage, you'll need a separate **Audit License** for each machine that you want to audit. Additional licenses can be purchased individually to fit the specific needs of your business.

An Asset Navigator Site License is available in three editions: Standard, Professional, and Enterprise to offer a flexible choice to all types of organizations — from small business to large corporations. Alloy Software also

offers bundled business packs as a simple and cost-effective way of purchasing extended audit and technician licenses and including the optional Web Help Desk modules in the package.

For a side-by-side comparison of available packages, please see Asset Navigator's Features Matrix at <http://www.alloy-software.com/an/matrix.html>

Enterprise-Wide License (or Corporate License) is also available. It provides large corporations with unlimited licensing for any number of sites, users, and audit nodes spread over multiple facilities.

Third-party add-ons are subject to separate pricing and licensing from their respective providers.

SYSTEM REQUIREMENTS

Host Machine

Asset Navigator is usually run from the network administrator's PC, or one dedicated to the task. We recommend the following configuration:

- CPU: 300 MHz or faster
- RAM: 128 MB or more
- OS: Windows NT 4.0 (Service Pack 4 or later), Windows 2000 (Professional, Server, or Advanced Server), Windows XP Professional, or Windows Server 2003
- Hard Disk: 50 MB of free hard disk space for program installation, 5–50 MB of free hard disk space for the database
- MDAC 2.6 or later
- MSXML 3.0 SP4 or later

Client Machines

- **Windows OS:** Microsoft Windows 95, Windows 98, Windows NT 4.0 (Service Pack 4 or later), Windows ME, Windows 2000 (Professional, Server, or Advanced Server), Windows XP Professional, or Windows Server 2003
- **Linux OS:** Red Hat 7.2 or later, Mandrake 8.4 or later, Debian 3.0 or later

Web Server Machine

- Microsoft Internet Information Services (IIS) 5.0 or later
- Microsoft XML Parser (MSXML) 3.0 SP4 or later
- Microsoft Data Access components (MDAC) 2.6 SP2 or later (MDAC 2.8 is recommended)

ABOUT ALLOY SOFTWARE

Alloy Software is the leading global provider of award-winning IT Service Management solutions, including products for Asset Management, Network Inventory, Help Desk, and Knowledge Management.

In 2001, Alloy Software launched Asset Navigator® and Alloy Network Inventory™ to focus on software solutions that address the increased demand for tools to assist in decision-making and strategic management of IT business assets.

Our large and diverse customer base includes thousands of pharmaceutical, telecommunications, and manufacturing companies; legal, financial services, health care, and insurance providers; and government, military, and educational organizations.

Mission Statement

Our mission is to deliver practical, reliable, and cost-effective IT Service Management solutions designed to maximize the availability and performance of business-critical IT services.

