**DATA SHEET**

# IT ASSET MANAGEMENT

# ITM

| Quick Information | Update |
|---|---|
| **Product Name** | IT Asset Management |
| **Short Name** | ITM |
| **Company Name** | Greenitco Technologies Pvt Ltd |
| **Year of first release** | 2016 |
| **Deployment** | Cloud, On premise (Enterprise Customers) |
| **Customer Cloud** | Yes |
| **License Cost** | Yearly |
| **Supported Database** | MySQL, MSSQL, Postgres |
| **Compliance Ready** | CARO, IT ACT, ISO27001, ITIL, SOX, GDPR, ISO55001 |
| **Latest release version** | V2020.5.06 |
| **Document Version** | V20206 |
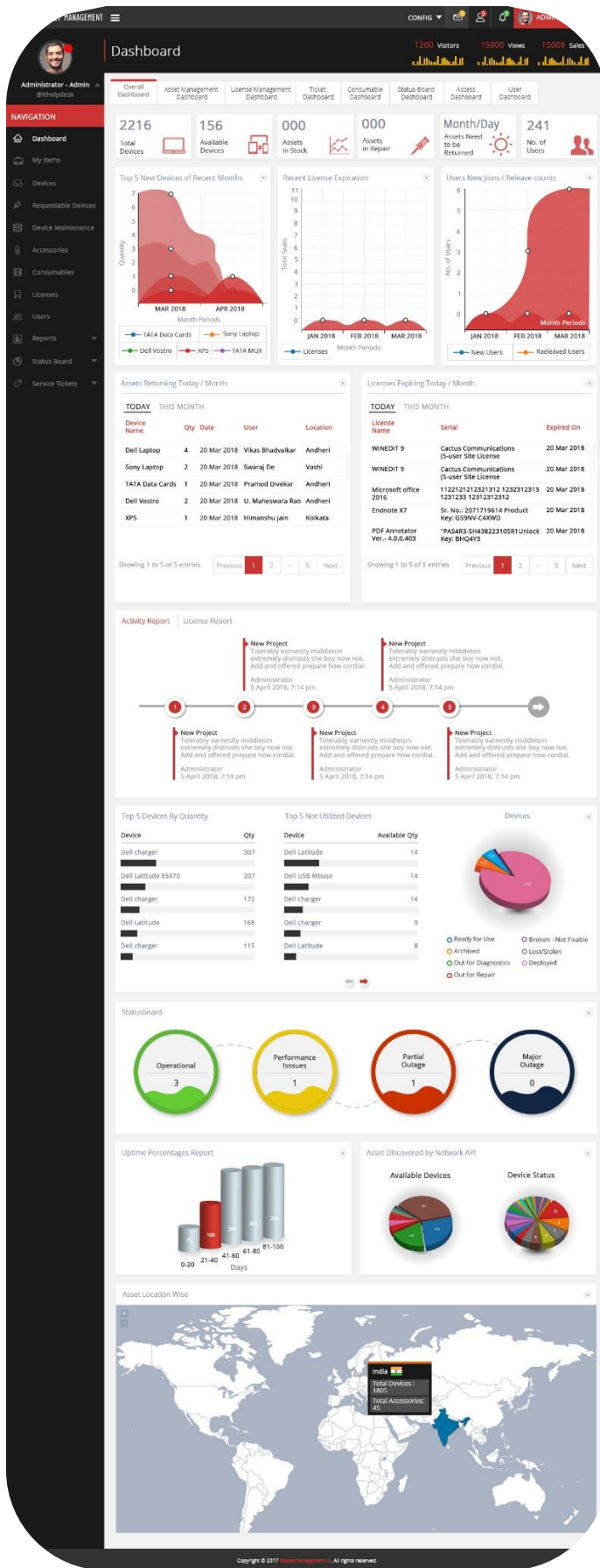
"
The user friendly architecture and full of worthy utilities make this software more reliable and handy
"

– IT Manager Travel Industry

"
Absolutely User Friendly, Users at customer end had a real time experience in accomplishing their task on a daily routine. They have given positive input to the Senior management and has asked to cater to other inter linked departments. they have also recommended to their group
"
companies.

–General Manager IT Company

"
It's very feature rich product. Asset tagging and individual user log in are key features. Mobile App for tracking assets and raising request are very handy features for our
"
users.

–IT Head Public Listed Company

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## Asset Management Features

- IT Asset Tracking
- Non-IT Asset Tracking
- Barcoding
- RFID
- Auto Discovery
- Location Tracking
- Accessories Management
- Temporary Asset Allocation
- Asset return Reminders
- Asset AMC
- Auto warranty check
- Maintenance Management
- Contract/License Management

- Supplier Management
- Compliance Tracking
- Configuration Management
- Asset Audit
- Location Mapping with Assets
- Asset Document Management
- Self-Request for Assets
- Upgrading & Scraping Management
- Cost Tracking
- Asset History
- Stock Management
- Threshold Management
- Custom Branding

# IT Asset Management and Maintenance Management helps ITM to capture more accurate data on your IT infrastructure, helping you to map and manage your hardware and software assets.

ITM help you keep track of every asset you manage, whether Microsoft License or electrical fixtures, it can be managed much more efficiently in a paper-free environment using Barcode, RFID, Beacon technology.

It tracks the financial, contractual and inventory details of hardware and devices – as well as non-IT assets – throughout their lifecycle. Asset requests are handled using workflows to obtain approvals, and provision services. Once an asset is deployed, Asset Management records all maintenance activity and enables IT to perform regular assessments, upto asset retirement.

**»** IT Asset Management: Collect asset lifecycle management and audit history of your devices, view your complete inventory, helping you to address potential impacts to your devices, and run software compliance reports to avoid costly risks.

**» IT** Asset Management allows customers to control stock assets including hardware, consumables, and any other types of assets

- ITIL-ready service desk
- CARO Compliance Ready
- ISO 27001 Ready

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✔ IT ACT Ready

» ITM provide inside information includes the best model, supplier based on purchase cycle and also product/service quality and post-sale support. IT asset management can also help improve deployment decisions and avoid over-purchase of resources that are not needed.

ITM Allow import functionality Instead of adding new devices one by one, import function can be used to add the new device list. Through this quick interface, you can import thousands of assets and their users.

## Network Discovery

✔ Agent & Agentless Discovery

✔ AD Integration

✔ Window System

✔ Linux Based System

✔ Android Based System

✔ Printers

✔ Cameras

✔ Routers

✔ Apple Systems

✔ Software Inventory

✔ Pen drive & USB detection

✔ Change Management

✔ CMDB

✔ Virtual Machines

✔ Cloud Inventory

✔ RFID Integration

» Configuration Management: Keep your ITM Configuration Management Database (CMDB) updated so that you can quickly diagnose and resolve issues while helping reduce impacts when changes are made to your infrastructure.

» Enhance agent and employee productivity with artificial intelligence (AI) and machine learning technologies, automates and simplifies your asset discovery process allowing you to Identify and track assets deployed to remote workforce. It reduces software licensing costs and maintenance costs

» Network Discovery Advantage

✓ Eliminate the need for manually collecting and documenting IT inventory
✓ Achieve real time visibility to acquired assets and assets in remote location
✓ Accelerate audit preparation and readiness
✓ Easily obtain serial number and product life cycle information

» License Management, one of the biggest challenges for modern IT organizations is tracking software licenses and cloud subscriptions to the company, not using resources paying for resources which are not used. ITM helps to manage license transfer and share manager used vs puhase.

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# Helpdesk & Service Desk

- ✔ Ticket by Email
- ✔ Ticket by Mobile App
- ✔ Ticket by Login
- ✔ Ticket Allocation by Alias
- ✔ Ticket Allocation by category
- ✔ Auto Allocation
- ✔ Website Integration

- ✔ SLA Management
- ✔ Holiday Management
- ✔ Feedback Management
- ✔ Technician Performance
- ✔ Ticket Notes
- ✔ Work Flow Management
- ✔ API Integration

## Main Service Desk Functionality

» ITIL-Ready Service Desk: Complete with Incident, Change, and workflow, ITM Service Desk has configurable page layouts to support your organization's unique service management processes.

» The ticketing system is not confined to the IT sector, but wherever your employees seek IT support to get their issues fixed you probably need a ticket tracker. Irrespective of the area of service, when your organization the customer requests gets cumbersome which is hard to deal with. You would need speed with simplicity to handle such customer requests. ITM is ready to manage helpdesk for Customer relationship team, HR, Finance, Admin etc.

» Employee/External Vendor Service Portal: Customize the service experience for employees when submitting tickets and requests by giving them access to self-service resources and the ability to view companywide announcements via status board.

» Service Level Management: Provide transparency and meet the expectations of your organization by building your SLA policies directly into your service desk, including auto escalation rules.  Holiday management to calculate SLA based on working days and Holidays

» Mobile App: Access core service desk functionality directly on your Android or iOS devices from wherever you can.

» Integrations: With many of out-of-the-box integrations and an open REST API, your service desk has the ability to plug into business workflows across the systems supporting your organization.

## Intelligent Service Desk

» Manage your organization's processes, automate repetitive tasks, and drive greater service efficiency and agent productivity with robust automation and workflow engines.

» Developed by a team of ITM who understand the challenges IT support teams have and built a solution that lets you work the way you want to.

» Ticket routing, merging internal transfers are some unique features of ITM

# Provide Your Employees with the Experience They Deserve

**»** Give your employees the flexibility to interact with the service desk through multiple channels, including email, phone, walk-up, chat, or a website.

**»** Manage and measure your Service Level Agreements (SLAs) and Customer Satisfaction (Happiness Meter), highlighting opportunities to improve the overall employee experience.

**»** Scale the ITM Service Desk across personnel, sites, and departments to provide consistent standards of employee & customers service throughout your organization.

# Simplified Service Desk to Manage

**»** Leverage the power of the cloud with a modern SaaS architecture, hosted on Amazon Web Services® (AWS®) & LINODE, to provide scalability to meet the needs of various industries and organization sizes.

**»** Implement the service desk quickly, and easily make system changes to meet your evolving business needs with our configurable (no coding required), custom setup options.

# Process Automation and Artificial Intelligence

**» Request Management:** Formalize the services you provide by building google forms accompanied by a workflow engine that can help to streamline the fulfillment processes.

» Artificial Intelligence (AI): Increase the efficiency of your service desk by utilizing out-of-the box AI technology.

- ✓ Get tickets to the right teams quickly through AI guided ticket routing.
- ✓ Reduce resolution times by suggesting applicable knowledge articles for inbound tickets.
- ✓ Deflect ticket submissions through more efficient self-service for requesters.

**» Process Automation:** Reduce the manual processes that can cause bottlenecks in your service delivery by building custom automation rules to route, assign, prioritize, and categorize your inbound tickets. Reporting and Analytics

**» Dashboards:** Get a real-time snapshot of your service desk KPIs through the set of easily configurable widgets.

# Procurement Management

- ✔ Quotation Creation
- ✔ Quotation Approval
- ✔ Workflow Approval

- ✔ Supplier Management
- ✔ Budget Management
- ✔ Department wise Budget

- Multiple Approval Method
- PO Creation
- Delivery Management
- Document Management

- Financial Year Purchase Management
- Auto Approval
- Asset Link with PM
- Procurement Advisory Board

» A purchase requisition is created and routed for review and approval. Ideally, the ordering party uses an eProcurement solution to select from a pre-approved set of vendors and specific goods and services that adhere to best pricing and terms for that specific need.

» Procurement Management: Align your assets with local contract, purchase order, and vendor management capabilities.

» The purchase requisition is used to create a purchase order, which is sent for review and approval. Upon approval, the purchase order is sent to the corresponding vendor, becoming a legal contract once accepted.

» For goods, orders are reviewed and, ideally, receiving paperwork is automatically cross-matched to the corresponding PO. The accounts payable (AP) team issues payment and updates the accounting records to reflect the transfer of payment in exchange for goods/services.

» The software helps in increasing operational performance. They help in automating internal procurement processes like purchase order tracking and supplier evaluation, which enhances operational efficiency.

## Mobile App & Change Management

- Add & Manage Asset
- Barcode Scanning
- Asset Allocation
- Ticket Creation
- Ticket Management
- Feedback Management
- My Tickets
- All Tickets for Admin
- My Assets
- Asset History
- Work flow Approval

- Change Request
- CAB Change Advisory Board
- Workflow Approval
- Multiple Approval Method
- Risk Analysis
- Impact Analysis
- Roll Back Plan
- Fall Back Plan
- History
- log Management
- Asset Link to Change tracking

The mobile application allows the users for easy, smart and crisp usage of the application's features.

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You can add a newly purchased asset or an existing asset in the asset record or in the stock through the asset management mobile application, along with their status. Then it can be allotted to the user.
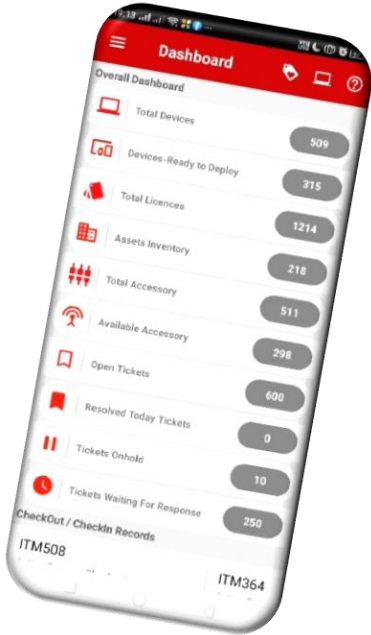
Get a real-time snapshot of your service desk KPIs through the set of easily configurable widgets.

**» Reports:** Visualize your service desk data to analyze trends, view agent performance metrics, and gather the insights needed to make future decisions through dozens of out-of-the-box and customizable reports, including trend reports, incident throughput, Happiness scores, and SLA breaches.

**» One Step Ahead IT:** Build a one-stop shop for the services provided by the various departments in your organization. The department-specific layouts can extend your service desk to Human Resources, Facilities, Shared Services, Procurement/Finance, Legal, and other departments providing services to employees.

**» Multi-Departmental Workflows**: Collaborate across departments to help remove barriers that slow down service delivery by utilizing the service catalog to automate tasks and approvals, while reducing fulfillment times on complex inter-departmental services.

## Our USP's

- Self–Manage User portal for asset & ticketing
- Customization
- Asset Auditing
- User Acceptance Report
- Asset Movement
- Current Location Vs Original Location Audit
- Custom Reporting
- Financial Budgeting
- Cloud License management
- Status Board
- Happiness Meter

- Mobile App
- Asset Labelling as per SAP
- Custom Fields for Asset Type
- Asset allocation as per Place e.g. Reception PC
- Project Team Mapping with Asset
- Temporary Asset Allocation E.g. Auditor's PC
- Consumable Tracking
- AMC Vs Warranty method
- Maintenance Management
- Document Management
- Asset Scrap Management

## About ITM

**GREENITCO** was founded in 2016 and since then it has been equipping businesses with innovative asset management software solutions, compliance requirements, and Asset auditing to identify bottlenecks and make informed decisions. ITM is a product and Nextmegabyte is a brand of Greenitco Technologies Private Limited. Bringing in 15+ years of technical expertise in security solutions, asset management, infrastructure, the organization bridges the gap between the IT department and various other departments. Currently ITM is managing 100K Assets with 10000+ users worldwide.

We want to call ourselves an IT Company providing complete solutions from A to Z, but currently our expertise in Asset Management, Asset Auditing, Mobile App development, infrastructure solutions We are registered as OEM for DELL.

To know more visit www.greenitco.com www.nextmegabyte.com www.itassetmanagement.in

## Introduction Video (Click to view)



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# IT ASSET MANAGEMENT

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