

Alloy Navigator 5

Migrating from Asset Navigator 4.5

Features and Benefits Comparison

Revision 1.2

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Introducing Alloy Navigator 5

ITIL best practices right out of the box enable you to start aligning your IT processes with the priorities of your business, and optimize your business processes by making them as efficient and effective as possible. You can easily deploy and tailor Alloy Navigator 5 to meet your unique requirements and objectives. Alloy Navigator’s robust and intuitive functionality quickly empowers you to implement numerous improvements in operational efficiency, achieve a fast ROI, and lower your TCO. Improved efficiency results in higher levels of customer service satisfaction, leading directly to significant gains in productivity and a measurable growth in revenue.

The major features and business benefits of migrating from Asset Navigator V4.5 to Alloy Navigator 5 are explained below.

Alloy Navigator 5 Migration: Features and Benefits	
<i>Alloy Navigator 5</i>	<i>Asset Navigator 4.5</i>
IT Service Support	
<ul style="list-style-type: none"> • Helps you align your IT services and technology assets with the strategic goals of your business. • Comprehensive Incident Management and Problem Management for implementing multi-tiered service support processes, as defined by your organization. • Integration with the Configuration Management Database (CMDB) lets you manually relate tickets to an unlimited number of configuration items (CIs) in the database. • Automates your service procedures, including email notifications and responses to service tickets. Workflow management lets you coordinate widely distributed tasks, enforce standards, reduce human error, and save time and money. • Transparently convert all email messages right into tickets in the Service Support database. • Automated routing and assigning of Service Support tickets improves overall efficiency and reduces management overhead. • Change Management to control the process of making changes to configuration items (CIs) in your IT infrastructure, and to minimize the risks of disruption to services. • Lets you create Work Order tickets to manage numerous tasks associated with implementing tickets or projects. Work Orders let you assign several tasks concurrently to different technicians. 	<ul style="list-style-type: none"> • Lets you operate a more efficient Help Desk. • A single type of Help Desk ticket is used for all customer support requests. • Help Desk tickets can be linked to a single database record, e.g., a computer or hardware device. Tickets are integrated with assets, persons, and Knowledge Base articles. • Offers automatic email notifications based on ticket status. Tickets can be escalated based on specific criteria. • Converts all emails from customers into Help Desk tickets in the database.

Alloy Navigator 5 Migration: Features and Benefits	
<ul style="list-style-type: none"> Flexible system can be implemented at your own pace, based on your unique needs and degree of readiness. Employs ITIL best-practice standards to help you improve overall efficiency and ensure customer satisfaction. Comprehensive Service Support module is suitable for internal and external customers. Using groups for support technicians (e.g., Tier 1, Tier 2, etc.) helps facilitate the efficient assignment of tickets in a distributed environment. 	
Web Help Desk	
<ul style="list-style-type: none"> Reduces support costs. Gives technicians 24/7 web-based access to the entire Service Support database, including all four types of support tickets, logged activities, management reports (if permitted), and the Knowledge Base. Gives end users 24/7 web-based access to their own Incident tickets, including checking statuses, submitting new Incidents, and searching the Knowledge Base's public articles for solutions. All-new look-and-feel for the Technician's Web Portal and the User's Self-Service Portal. Technicians at any level can create their own custom views, giving them specific information to perform their jobs more effectively. Technicians can reference any number of Knowledge Base articles that are relevant to a ticket into its Related Information tab. End-users will always see the latest version of these articles. 	<ul style="list-style-type: none"> Reduces support costs. Gives technicians 24/7 web-based access to the entire Service Support database, including all support tickets, logged activities, management reports (if permitted), and the Knowledge Base. Gives customers 24/7 web-based access to their own support tickets, including checking statuses, submitting new tickets, and searching the Knowledge Base's public articles for solutions.
Knowledge Management	
<ul style="list-style-type: none"> Integrated Knowledge Base provides your organization with an intuitive venue for storing and sharing valuable intellectual capital. Flexibility to edit articles in either WYSIWYG or HTML modes. No other external application is required for editing articles. Relate an article to any database object. For example, an article found by searching the Knowledge Base can be related to the ticket that required this solution. Article version and status lets you manage the complete lifecycle of each article, promoting its current accuracy and relevance. 	<ul style="list-style-type: none"> Integrated Knowledge Base that end-users can search for information or known solutions. Knowledge Base articles are stored in Rich Text Format (RTF).

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SLA Management	
<ul style="list-style-type: none"> • Create SLA records in the database that support any of your SLAs that officially document the expected business relationship between service providers and service recipients. • Ensures that you meet service expectations by supporting the complete SLA lifecycle: Create, configure, monitor, and report on all SLAs. • SLAs automatically determine Incident priority and due dates, ensuring that you minimize downtime and maximize service performance and availability. • Custom business rules to escalate tickets that are approaching their mandatory due dates, followed by immediate auto-notification of all appropriate parties, increasing and enhancing communication across the enterprise. (The SLA is used in the creation of the business rule.) 	<ul style="list-style-type: none"> • No SLA Management component.
Asset Management	
<ul style="list-style-type: none"> • Configuration Management Database (CMDB) serves as the foundation for all Service Management processes, letting you manage every aspect of change to your IT environment. • Closely monitor relations and dependencies among all your CIs in the CMDB. • Track your software inventory in the most comprehensive manner: Improved Software Recognition Manager lets you add rules more easily to recognize installed software during the audit. • Includes Inventory Analyzer agents for auditing Windows, Linux (numerous distributions), and Macintosh (Mac OS X only) client machines. • Manage the complete lifecycle of any asset from its initial acquisition through its retirement. • Use standard depreciation methods to track the value of your assets throughout their complete lifecycle. • Manage any kinds of miscellaneous organizational documents with a dedicated Documents component. • Both allocated (licensed) and discovered (installed) software products are managed on a computer or hardware record's Software screen. 	<ul style="list-style-type: none"> • Facilitates the central auditing of your PCs in a coordinated and efficient manner, significantly reducing the cost of auditing while providing detailed and accurate information. • Lets you manage hardware configurations, software installations, purchase orders, users, locations, software licenses, service contracts, and other asset data in the Asset database. • Ensures that your entire organization is in compliance with its software licensing agreements. Software Recognition Manager lets you add rules to recognize installed software during the audit. • Includes Inventory Analyzer agents for auditing Windows and Linux client machines.

Alloy Navigator 5 Migration: Features and Benefits	
Management Reporting	
<ul style="list-style-type: none"> Includes seamless integration with the industry-leading Crystal Reports engine. Reports module offers a comprehensive set of advanced, pre-defined report templates with the flexibility to generate thousands of detailed management reports. Drill-down reporting and charting lets you quickly navigate the displayed report to the desired level of detail. Choose from a range of standard default reports, and change or design your own using an integrated Crystal Report designer^a. Includes the Crystal Reports viewer for previewing reports before printing or exporting them. 	<ul style="list-style-type: none"> Integration with the Report Designer lets you customize existing reports or design new ones. Over 45 standard reports included.
User Interface	
<ul style="list-style-type: none"> Change existing field names for a custom fit with your organization's needs. Change dropdown lists (Classification and Reference Tables). Create an unlimited number of User-Defined Fields (UDFs), including three new types for currency, dates, and lookup fields. Templates are available to create new records for every kind of object in the database. Templates have pre-defined attributes and/or pre-defined data, simultaneously saving time and ensuring consistency in all database records. Uses the advanced Batch Update engine to easily perform a series of identical edits to multiple records. Quickly jump to assets, tickets, and Knowledge Base articles using the object ID, such as asset tag, ticket number, and article number. Advanced Find feature lets you easily locate any object in the database. New tabbed interface gives you a convenient way of easily handling multiple activities simultaneously. Icons on the Side Bar can be rearranged for fast access to your most frequently used functions. 	<ul style="list-style-type: none"> Create user-defined fields (UDFs). Change dropdown lists (Lookup Tables). Create up to six new User-Defined Fields (UDFs). Templates with pre-defined attributes and/or pre-populated data are available for creating new records for computers and peripherals.
Tools	
<ul style="list-style-type: none"> Includes the Mail Connector tool, Active Directory Contacts Import tool, Import Data tool. 	<ul style="list-style-type: none"> Includes the Mail Connector tool, Active Directory Contacts Import tool, and Import Data tool.

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<ul style="list-style-type: none"> Automation Server service monitors and runs scheduled tool jobs, including the Mail Connector and Active Directory Contacts Import, or business rule-driven tasks based on specific events. 	
Other Key Features and Benefits	
<ul style="list-style-type: none"> MS SQL Server 2000 and MSDE (all editions), and MS SQL Server 2005 (all editions). Business Logic lets you create an extensive set of automated system responses, based on user actions and specific events, to support business processes in your organization. These can include email notifications, field updates, and pop-up messages. For example, email can be automatically sent based on any criteria, such as whenever a ticket's status changes. Business Logic lets you automate your own business-specific workflows, further extending Alloy Navigator's powerful functionality. Project-based ticketing lets you quickly ascertain the status of support projects. Robust SQL Server-based client-server system. 	<ul style="list-style-type: none"> MS Access, MS SQL Server 2000, or MSDE. No dedicated Business Logic feature.

a. You can purchase a license for the Crystal Report designer through Alloy Software. Contact the Sales department for details.