

Alloy Navigator®5

PRODUCT DATA SHEET

IT infrastructures have become incredibly complex, while the demand for reliable and efficient service is constantly growing. Combined with severe budget cuts, this creates an unprecedented challenge for IT departments which can be overcome through the application of best practices, user empowerment, process automation, and adherence to management procedures at all stages of service delivery.

Alloy Navigator® 5 is the clear choice to address this challenge. It features an expansive, web-enabled Service Desk that increases the flexibility and responsiveness of service support processes, empowers internal and external users, and increases customer satisfaction. Alloy Navigator helps maximize your performance by optimizing internal processes to stay in line with the direction and business priorities of your organization. Support for industry best practices, right out of the box, enables you to streamline IT operations and ensure the continuity of your business services today, and secure a viable future for your entire business tomorrow.

Alloy Navigator offers a comprehensive and versatile IT Help Desk solution, including complete incident and problem management, hardware and software asset management, furnished with flexible reporting, integrated knowledge base, and workflow automation. It delivers immediate and sizable improvements to IT operations and establishes a long-term basis for streamlining IT service processes, aligning them with your business priorities, and effectively managing the complete IT life cycle.

KEY FEATURES

- World-class solution based on industry best practices
- Incident & Problem Management
- Change Management
- Hardware and Software Asset Management
- Software Licensing Compliance
- Knowledge Management
- Workflow Management
- Customer Self-Service Portal
- Integrated with Crystal Reports XI

BUILT FOR REAL WORLD

Alloy Navigator is a comprehensive IT Service Management system designed and built with real-world customers and practices in mind. Right out of the box, Alloy Navigator enables IT groups to improve quality of service support, and gradually scales up as your business grows and your long term vision for IT excellence evolves.

A PERFECT FIT

Alloy Navigator helps quickly reap the benefits of a centralized service desk platform to proactively manage all aspects of your IT infrastructure and stay on target with the ever-changing priorities of your business. These factors, along with ease of maintenance and a competitive pricing model, make Alloy Navigator a clear choice for any IT organization.

DELIVERS IMMEDIATE IMPROVEMENTS

Being the central point of communication between the users and IT, the service desk plays an increasingly vital role in every technology organization.

Simple ideas like registering and tracking incoming requests, scheduling internal IT activities to address reported issues, and notifying customers when issues get resolved are well understood. But often enough, in the pursuit of establishing an effective service desk operation, attempts to introduce these initiatives fall short of the target.

Many simple solutions, from custom Access databases to rudimentary help desk ticketing systems, fulfill these needs in the short term. However, these basic solutions often lack key attributes of manageability, reliability, customizability, and robust reporting. As a result, service desks constantly find that their existing systems, while viable at some point, become ill-fitting for the modern IT world. On the other hand, the most complex systems, which in theory provide all the needed functionality, are too expensive to implement and manage, and therefore are unsatisfactory for delivering a short term solution.

Alloy Navigator breaks this cycle of dissatisfaction. It gives an immediate and sizable boost to IT operations, and is robust enough to meet your long term needs.

Alloy Navigator 5 — the future-proof IT Service Management solution

Alloy Navigator includes various areas of functionality to cover short and long term needs. You'll use modules like Incident Management and Self-Service Portal to gain immediate and sustainable benefits, while implementing proactive solutions like Project Management and Knowledge Management when the time is right.

Incident Management

Alloy Navigator lets you quickly introduce world-class best practices for Incident Management with a powerful, easily configurable, and highly intuitive platform. Incident Management helps you address technology issues and maintain normal operations in a controlled and efficient manner.

Self-Service

Self-Service technologies have become a key element of meeting customer service expectations and enhancing their support experience while optimizing support costs. Alloy Navigator effectively reduces call volume with a web-based Self-Service Portal where external customers or internal users can search the knowledge base, submit and track tickets 24x7 from their web browsers, and communicate with the technical team.

Task Management

Alloy Navigator helps streamline the implementation of changes, maintenance operations and internal task assignments with Work Orders capable of supporting a variety of approaches to planning and scheduling work.

Asset Management

Alloy Navigator helps manage the full life cycle of your hardware equipment and software licenses. This enables you to make informed decisions about system upgrades and licensing.

The Network Inventory tool, integrated in Alloy Navigator, delivers a scheduled, comprehensive audit of all computers on your network, and automatically uploads the audit data into the asset management database. You can ensure continuous software licensing compliance by automatically detecting all licensed products installed across the network.

Alloy Navigator lets you track various service, maintenance and warranty contracts with your vendors and third-party service providers. This enables you to stay on top of contract expiration dates and renewals.

Knowledge Management

Alloy Navigator allows the service desk team and IT staff to build a comprehensive database of proven solutions to known technical problems. By sharing these solutions with the end-users and members of the technical team, Alloy Navigator helps inform and educate, enhance collaboration, reduce duplication of research, and facilitate knowledge transfer.

Configuration Management

Alloy Navigator is based on a unified Configuration Management Database (CMDB) that serves as the foundation for all Service Management processes. This CMDB allows to account for all Configuration Items (CIs) in the database (computers, hardware, licensed software, networks, and documents), and manage the complex interrelationships and dependencies among them.

Problem Management

Problem Management practices help minimize the adverse effect that issues have on your business by identifying and resolving the root causes of incidents and errors with permanent solutions instead of temporary workarounds.

Feature Highlights

IT Service Support

- Automate service procedures with flexible workflow management features. Use business rules to automatically assign and escalate tickets, effectively reducing labor costs and ensuring proper visibility of tickets. Alloy Navigator helps enforce standards, reduce human error, and save time and money.
- Keep all organizational information in sync with the Active Directory using the Active Directory Synchronization Wizard.
- Integrate with hardware monitoring agents and automatically generate incident tickets when agents issue alerts in the form of email messages.
- Give remote users the convenience of submitting tickets via email.
- Ensure consistent workflows and save time using ticket templates with pre-defined attributes and pre-populated data.
- Reduce monitoring overhead with comprehensive charts and reports on service performance and compliance. Choose from a range of standard default reports bundled with Alloy Navigator or create custom reports.

Asset Management & CMDB

- Track and manage configuration items throughout their life cycle with the unified CMDB.
- Automate hardware and software audit of all Windows, Linux and Mac computers across the network.

Alloy Navigator helps you establish effective problem management practices, identify and proactively respond to incident trends, reduce monitoring overhead, share knowledge and improve collaboration between service teams, management and end-users throughout the problem and incident resolution process.

Change Management

As businesses rely more on technology, IT must be more responsive to change. However, the approach of adopting new business requirements and implementing changes in the IT infrastructure must be streamlined and structured to minimize risks. Alloy Navigator allows you to track interdependencies among IT components and processes to help you estimate the areas of impact and mitigate negative effect of changes.

- Ensure that your organization stays in continuous software licensing compliance with automatic detection of software products installed on your computers.
- Identify unauthorized software and file types with automated scan of the software on each computer.
- Keep track of the current value of your assets using standard depreciation methods.

Knowledge Base

- Build intellectual capital to help your company identify, organize, capture and transfer critical expertise and competitive advantage. Alloy Navigator helps you gather, organize, and apply information about frequently asked questions, common problems and solutions, troubleshooting methods, and support documentation.
- Facilitate knowledge transfer and achieve better utilization of knowledge assets.
- Access your knowledge base remotely from the convenience of a web browser.

Self-Service Portal

- Reduce call volume and make your help desk available to your users 24x7.
- Share knowledge with end-users and empower them to solve common issues without contacting customer support.
- Keep end-users informed.

Contact Information

Please contact our team with any questions you have regarding Alloy Navigator 5. We can help you learn more about our product, discuss your business requirements, review technical aspects of the product, and schedule an interactive webinar.

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Visit <http://www.alloy-software.com/a5/eval.html> to request a free evaluation copy of Alloy Navigator 5.

About Alloy Software

Alloy Software is a leading global provider of Service Management, Asset Management, and Network Management software solutions that capitalize on continuous changes in IT business technology. Industry leaders in over 30 countries count on Alloy Software for enterprise solutions that give them a competitive business advantage and total control over their IT infrastructures.

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