

# Alloy Navigator Express

Integrated Help Desk and Asset Management Solution

## BENEFITS

- Empower your internal and external customers with a central point of contact for their problems
- Arm your help desk personnel with the right tools to track and manage support calls
- Keep an accurate history of past and present issues
- Improve communication with your customers throughout your company
- Monitor the efficiency of your help desk personnel
- Ensure software licensing compliance
- Establish tight control over your computer inventory with a combination of agentless and agent-based audit methods
- Facilitate troubleshooting of hardware and software issues



Alloy Navigator Express™ is an integrated Help Desk and IT Asset Management solution based on industry best practices. Targeted for small and medium business environments, it offers an intuitive, no-nonsense approach to managing your help desk, hardware and software assets.

Alloy Navigator Express allows you to quickly organize and take control over the most critical aspects of your IT infrastructure, empower your staff, raise the levels of customer satisfaction, and improve the efficiency of your company as a whole.

## Key Features

Alloy Navigator Express enables you to:

- Enable your customers or internal users to solve frequent issues with the web-based Self-Service Portal and the integrated Knowledge Base;
- Automatically notify your customers via e-mail when their tickets are resolved, or when their additional input is required;
- Incoming help desk tickets sent via e-mail, web, or phone are kept in a single repository for uniform processing;
- Stay on top of tickets that approach their target resolution time with automatic escalations;
- Automatically discover computers on your network;
- Remotely audit Windows-based computers at your request;
- Audit networked and standalone Windows, Linux or Mac OS computers;
- Effectively track and manage hardware and software assets in your organization;
- Control the use of software and monitor software licensing compliance;
- Easily integrate Alloy Navigator Express with external tools, such as Remote Desktop, Windows Management Console, or VNC to access and manage your computers remotely;
- Does not require expensive database administration or client software;
- Easy to install and configure the product, and easy to train new users.

Alloy  
**Navigator**  
Express

## Product Features

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### Help Desk

Alloy Navigator Express helps you to establish service management practices, identify and proactively respond to incident trends, reduce monitoring overhead with automatic escalations and e-mail notifications, share knowledge, improve communication with customers, and streamline collaboration within your technical team.

With Alloy Navigator Express, support calls are no longer being lost in the shuffle when staff is busy. Your customers confidence levels will grow as their calls are resolved in a structured manner.

### Contact Management

The contact information for your customers in Alloy Navigator Express can be imported from an external data source, or synchronized with the Active Directory.

### Self-Service Portal

Your customers can access your help desk 24x7 from the convenience of their web browser using the web based Self Service Portal. They can submit new tickets, monitor their progress, and communicate with your support team conveniently. The Self Service Portal is integrated with the Knowledge Base where your customers can find answers to frequent questions, or search for solutions for common problems.

### On-Demand Audit

Using On-Demand Audit, you can remotely audit Windows workstations and servers for up-to-the-minute hardware and software information. There is no need to deploy the inventory agent or make any configuration changes on remote computers. The audit is carried out in real time, and the snapshots are delivered directly to the central repository.

### Audit Deployment

Alloy Navigator Express offers multiple configuration options for its audit agents to support a wide array of deployment scenarios:

- single- and multi-domain networks
- workgroup networks
- remote (WAN) sites and isolated networks (DMZ)
- standalone and non-networked computers

### Linux and Mac Inventory

With Alloy Navigator Express you can audit computers running Linux and Mac.

### External Tools

The External Tools feature allows you to easily integrate Alloy Navigator Express with a variety of third party software products and utilities to remotely access and manage computers on your network. For example, you can ping a computer, open the Computer Management console, or initiate a remote management session with any computer on your list in just a couple of mouse clicks.

### Integrated Reporting

Alloy Navigator Express is packaged with a rich set of standard reports for general use. Using the Report Designer feature, the layout of any standard report can be customized, or a new report can be created from scratch.

### Ad-hoc Reporting

Just apply the necessary filtering, grouping, and sorting rules to any data grid, and you can easily print out or export the entire contents of the grid as an ad-hoc report.

## About Alloy Software

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Established in 2002, Alloy Software is a leading provider of service management, asset management, and network management software solutions that help organizations of all sizes automate IT operations.

Our mission is to deliver powerful and practical software solutions that meet the demand for tools to help IT professionals manage their critical infrastructure in an easy, coordinated, and cost-effective manner.

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