

# 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 to be effective and flexible, raise the levels of customer satisfaction, and improve the efficiency of your company as a whole.

## Key Features

- IT Asset Management;
- Contact Management;
- Help Desk Ticketing;
- Integrated Knowledge Base;
- Web-based Self-Service Portal;
- Automatic e-mail notifications and escalations;
- Agentless on-demand audit for Windows computers on the internal network;
- Agent-based audit for Windows, Linux and Mac OS computers on external networks;
- Software Licensing Compliance;

## New in version 5.1

The network inventory component of Alloy Navigator Express™ is based on Alloy Discovery™. The latest improvements in Alloy Discovery directly complement Alloy Navigator Express™ with the following features:

- Agentless on-demand audit for Linux and Mac OS computers;
- Automatic agentless audit on schedule;
- Ability to capture and display audit information in Unicode;
- Detection and identification of SNMP devices;
- Capturing of Windows Security Center information
- Numerous improvements in the audit agents.

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.

### Data Analysis

Flexible data filtering, grouping, and sorting enables you to conveniently analyze your data. With the point-and-click interface can create complex filtering criteria to achieve the desired level of detail. You can save current grid settings as a named view for quickly applying representation rules to your data at a later time.

### On-Demand Audit

Using On-Demand Audit, you can remotely audit Windows, Linux, and Mac OS workstations and servers on the internal network 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 the audit to support a wide array of deployment scenarios:

- single- and multi-domain networks
- workgroup networks
- external (WAN) and isolated networks (DMZ)
- standalone computers

### 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.

## 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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