

Alloy Navigator Express 6

IT Asset Management and Help Desk for Small and Medium Business

BENEFITS

- Gain complete insight of your hardware and software inventory
- Facilitate troubleshooting of hardware and software issues by staying up to date on configuration information
- Save money with improved IT planning and budgeting
- Automate notifications and escalations to ensure that not a single request is forgotten or mishandled
- Have all the information you need at your fingertips with one central point of contact for issues, questions, and requests
- Arm your help desk personnel with the right tools to track and manage support calls, and carry out their daily tasks
- Improve communication within your company by making it easier for technicians to keep all involved parties timely updated and informed
- Ensure software licensing compliance throughout your organization

Feature Highlights

- IT Asset Management
- Comprehensive hardware and software audit for Windows, Linux and Mac OS X computers
- Detection and identification of printers, routers, switches, and other network devices using SNMP
- Software Licensing Compliance
- Contracts and Purchase Orders
- Help Desk with Auto Routing and Escalations
- Knowledge Base
- Self Service Web Portal
- Business Process Automation
- Announcements

Get a grip on your ever-growing IT inventory and never-ending Help Desk tickets

At Alloy Software, we continue to develop our products to help our customers gain the much needed insight, understanding and confidence to navigate the challenges IT departments face daily.

We recognize that many of you may fall into the category of small business, but your challenges are anything but small. The job of having to tackle a wide spectrum of problems and to do so with a limited pool of resources makes the need for a solution like Alloy Navigator Express all that more critical for you. You still need the ability to automate your tasks, stay informed and communicate effectively with customers, but that does not mean you need the complexity that typically goes along with it.

That is why we took our Enterprise solution, stripped away the complexity and necessary administration that come with a larger product and focused in on the things you have told us are most important to you.

We believe you're going to be as excited as we are about the finished product and its ability to help you stay on track with managing your IT assets, providing solutions to your end users, and handling the ever increasing workload!



Product Features

IT Asset Management

Alloy Navigator Express helps you manage the full lifecycle of your computers, hardware equipment and software licenses. From the initial purchase to the retirement of the asset, Alloy Navigator Express helps you maintain purchase orders, warranty and maintenance contracts, and provides a clear view on configuration information and financials.

Help Desk

Alloy Navigator Express includes an intuitive and comprehensive Help Desk. It focuses around a centralized repository for all incident tickets, requests, and work orders, allowing for a unified approach to managing various tasks within your IT department.

Knowledge Management

Alloy Navigator Express offers an internal Knowledge Base to store in a centralized repository and leverage the technical information and solutions gathered by your IT staff. This means repeat occurrences of known issues can be easily handled. In addition, sharing these solutions with end-users and members of the technical team helps inform and educate, enhance collaboration, reduce duplication of research, and facilitate knowledge transfer.

Contract Management

Managing your company's various IT contracts in Alloy Navigator Express is a simple process. Specifics, such as usage, warranty, service agreements, or maintenance renewals etc. are always right at your fingertips. Now can easily keep your important contracts current and avoid costly automatic renewals of contracts you no longer need.

External Tools

External tools enable you to remotely access and manage computers and other hardware, search the Internet or an external knowledge base, synchronize data or interface into a third party system. Alloy Navigator Express comes with a number of external tool profiles for frequently used tasks already pre-configured and ready to use.

Integrated Reporting

Alloy Navigator Express is integrated with Crystal Reports, the de facto standard in reporting, to deliver a rich set of standard reports and charts for general use. The open architecture of the Alloy Navigator Express database allows you to customize any standard report, or create new reports from scratch.

Self Service

The Self Service Web Portal in Alloy Navigator Express provides your customers with 24x7 access to your help desk and Knowledge Base from the convenience of their web browsers. They can submit issues and requests, monitor progress of their tickets, and communicate with your support team conveniently. Knowledge Base integration helps your customers find answers to frequently asked questions, or search for solutions to common problems, all translating into saved time and reduced support costs.

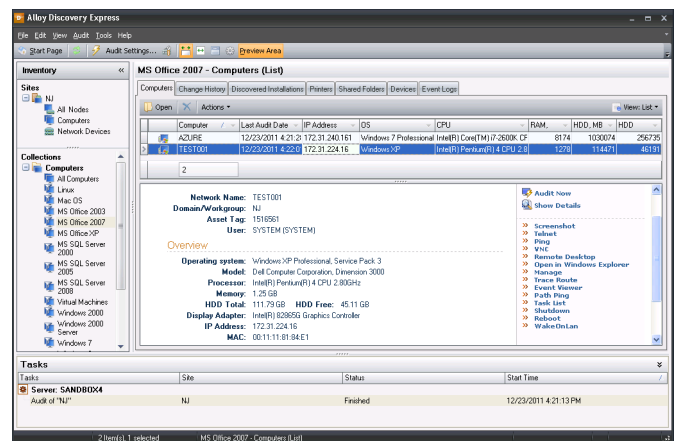
New in version 6



Network Inventory

The Network Inventory functionality in Alloy Navigator Express 6 is powered by Alloy Discovery 6 - a comprehensive Network Inventory solution, tightly integrated and packaged with Alloy Navigator Express.

Alloy Discovery 6, offers an assortment of versatile auditing methods to help you gain a complete insight of your company's computers, network equipment and installed software by making it effortless to gather an accurate, complete and in-depth inventory of your entire network. Using the powerful On-Demand Audit, you can remotely audit Windows, Linux and Mac workstations, servers and network devices for up-to-the-minute hardware and software information. There is no need to deploy inventory agents or make any configuration changes on remote computers. The audit is carried out in real time, and the gathered information is delivered directly to the central repository, where it is readily available to other modules of Alloy Navigator Express.



Administrator Alerts

Alloy Navigator Express automatically alerts appropriate personnel when important hardware or software related events take place. Now you can be notified when computers start running out of disk space, or when your users install the new version of "Plants vs Zombies".

Change History Alerts

Tracking changes to computers and devices on your network is essential to ensuring the stability and security of your environment. You can easily select which changes you want to be notified of and be alerted in time to avoid performance or security issues.

Help Desk



The importance of a great help desk tool can not be overstated. Your end users are counting on you. You need to make sure you can track and record the related information, resolve their requests and analyze the situation to resolve issues quickly and prevent issues from happening in the future, if possible.

We know that all you want to do is get your customers back to work quickly. We have done our best to make sure you can do that easily with a variety of tools designed to make your life easier and more efficient.

Ticket Prioritization

Some departments, categories or VIPs may require high priority, but others? Not so much. With the new prioritization policies in Alloy Navigator Express you can easily ensure your response fits the situation every time. Now you can focus on making your customers happy instead of figuring out which task to handle next.

Auto-routing

You can forget about manually assigning tickets to appropriate support personnel. The Auto Routing feature in Alloy Navigator Express uses an intelligent business logic approach to automatically determine who handles each new support ticket and notifies them about assigned tickets.

Escalations

Have you ever had an important request or task get overlooked simply because it got buried amongst other tasks? Alloy Navigator Express monitors your tickets and notifies technicians and/or their managers when incomplete tasks threaten to pass their deadline. Now you can easily control when to escalate tickets, and who to notify when tasks start lagging behind.

Self Service Portal

Our newly redesigned Self Service Portal is now better than ever. The Start Page can be easily configured to display important announcements to end-users, show their tickets and list popular Knowledge Base articles. You can even include content from external web sites and include links to other customer resources you have on your network. Customizable ticket forms makes submitting and updating tickets a breeze.

Announcements

Now you can keep your technicians and customers proactively notified about scheduled downtime, service updates or outages. When an unexpected failure strikes, announcements keep your users informed of the issue and helps you avoid receiving a multitude of tickets describing the problem your department is already aware of!

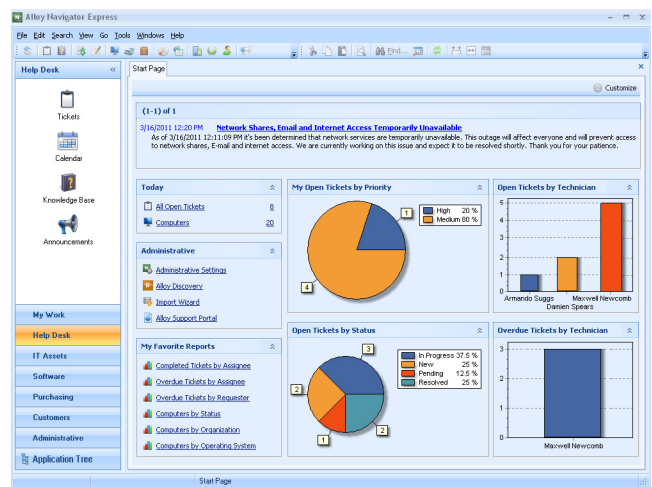


There is more!

We have added a ton of supporting features to ANX6 that are going to make providing great customer service so much easier. We have implemented visual improvements, extended your ability to customize the product and have made it easy to automate the way you work. This way you can focus more on the needs of the customer.

Dashboard

The new dashboard feature in Alloy Navigator Express provides you with a multi-pane view of performance charts and links to multiple key areas of the product. This puts the most important data within the immediate reach of every technician in your IT department, allowing them to identify and respond immediately to any problems that arise.



Business Process Automation

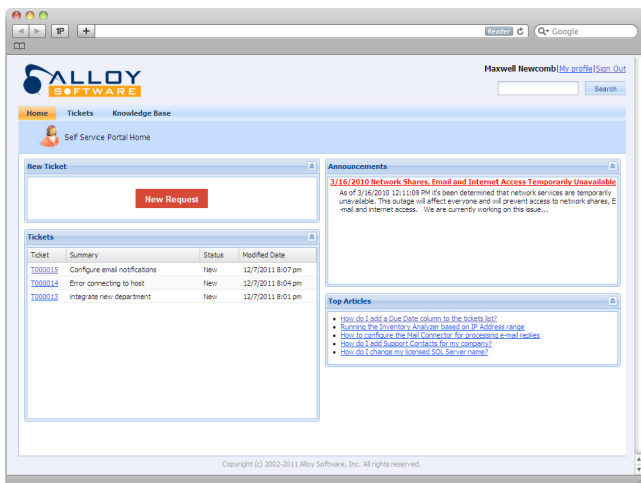
For times when the redundancy of work gets you down, Alloy Navigator Express’ business process automation tools come to the rescue. These tools enable you to automate and streamline frequent actions. There is no reason to spend your day doing data entry when you could be saving the company money, one solution at a time!

Calendar Views

The new Calendar View feature in Alloy Navigator Express makes it extremely easy to visualize upcoming events and milestones. Get a bird’s eye view of your approaching deadlines and important dates or focus on specific event details you want to see.

External Tools Enhancements

In previous versions of Alloy Navigator Express, External Tools were available only for computers. Now you can use third party software and utilities with any object in the application such as tickets, computers, documents, person records, etc. In fact, Alloy Navigator Express comes with a handful of external tools already pre-configured and ready for use.



Active Directory Import Mapping

Now you have full control over the data imported from your Active Directory. Alloy Navigator Express allows you to specify how Active Directory data is mapped to Alloy Navigator's Organization and Contact Management information.

Unlimited User-Defined Fields

Do not see a field that your team requires? Not a problem! Alloy Navigator Express offers the ability to easily add new fields and even specify in what part of the screen form the field should appear. You have your choice of everything from check boxes to drop down lists!

Centralized Notification Management

Alloy Navigator Express features a centralized notification management module for controlling all outgoing e-mail notifications from a single location. This new approach greatly simplifies the configuration and administration of the product.

Microsoft Exchange Integration

Seamless integration with Microsoft Exchange makes setup a snap and allows you to avoid the extra work of managing protocols and services you do not normally need. For those of you without Exchange, improvements for IMAP, POP3 and SMTP make handling e-mails easier.

Unicode Support

Now you have more options to localize the user interface and manage content in languages other than English with new Unicode support.

Conclusion

Whether you are struggling with managing your inventory, handling the various issues and requests that come across your desk or any of the other IT related situations that need your attention on a daily basis, we have designed Alloy Navigator Express to be the solution you can rely on.

We are excited to have the opportunity to provide you with this exceptional tool because we know it will allow you to do great things within your organization. Your success is Alloy's success!

About Alloy Software

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.

System Requirements

Server Components

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|--|--|
| CPU | 2 GHz Pentium 4 class (or equivalent) |
| Memory | 2 GB RAM |
| Operating System | Windows XP Professional SP3, Windows Vista, Windows 7, Windows Server 2003, Windows Server 2003 SP2, Windows Server 2003 R2 SP2, Windows Server 2008, Windows Server 2008 R2 ■Both 32 bit and 64 bit versions are supported. |
| Database Software (for the database server only) | Microsoft SQL Server 2000, Microsoft SQL Server 2000 Desktop Engine (MSDE 2000), Microsoft SQL Server 2005, Microsoft SQL Server 2005 Express, Microsoft SQL Server 2008, Microsoft SQL Server 2008 Express, Microsoft SQL Server 2008 R2, Microsoft SQL Server 2008 R2 Express ■Both 32 bit and 64 bit versions are supported. |
| Web Server Software (for hosting the Self Service Portal only) | IIS 5.1 or later |

Technician Main Console

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|------------------|---|
| CPU | 2 GHz Pentium 4 class (or equivalent) |
| Memory | 1 GB RAM |
| Display | 1024x768 |
| Operating System | Windows XP Professional SP3, Windows Vista, Windows 7, Windows Server 2003, Windows Server 2003 SP2, Windows Server 2003 R2 SP2, Windows Server 2008, Windows Server 2008 R2 ■Both 32 bit and 64 bit versions are supported. |

Network Audit Clients

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|-------------------|---|
| Windows | Windows 2000 Professional, Windows XP Professional, Windows Vista, Windows 7, Windows 2000 Server or Advanced Server, Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2. ■Both 32-bit and 64-bit versions of Windows are supported. |
| Linux | Fedora 8, Gentoo 5.1, Mandriva Linux release 2008.one, openSUSE 10.3, SUSE Linux Enterprise Desktop 10, Gentoo 2007, Slackware 12, Debian 4.0, Knoppix 4.0, Ubuntu 7.10, Red Hat Enterprise Linux Server 5.1, and other. |
| Mac OS | Mac OS X 10.3 "Panther", 10.4 "Tiger", 10.5 "Leopard", 10.6 "Snow Leopard", 10.7 "Lion". |
| Networked Devices | SNMPv1, SNMPv2c, SNMPv3 |

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