

Alloy Quarterly™

Newsletter for the Alloy Software Community

January 11, 2010

In this issue:

Product News

Alloy Navigator 6.0 to Launch February 2010. . . 1

Voice of Support

Product Q&A 2

Getting Involved

User Community 3

Public Relations. 4

Company News

Alloy Software 2009 Recap 4

Reseller Corner

Reseller Hosted Webinars 5

Reseller Spotlight 5



Product News

Alloy Navigator 6.0 to Launch February 2010

Alloy Software’s Chief Executive Officer, Vladimir Vinogradsky, confirms the availability of Alloy Navigator 6.0, an ITIL-based service management suite, by the end of February 2010.

“I’m thrilled to announce the release of Alloy Navigator 6.0, which is on track to deliver greater functionality and simplicity,” Vladimir said. “AN6 is part of an incredible suite that makes it easier than ever for IT to deliver support, communicate and get more done.”

Alloy Software added new features and key improvements to Alloy Navigator based on listening to the needs of customers. AN6 is designed to make the experience for both IT and end-users more interactive, streamlined and less complex. Some of the key improvements include:

- **Action-based Workflow System:** In an attempt to address the growing need for IT organizations to manage complex processes, Alloy Navigator 6.0 offers a new level of workflow management. The workflow management capabilities of Alloy Navigator 6.0 have been greatly expanded while making them easier to create, customize and maintain. The new approach allows to design workflow as a sequence of actions or logical steps users perform regularly when handling daily tasks. The availability and the order of these steps is automatically controlled by Alloy Navigator’s workflow engine to ensure that actions are performed only by technicians with appropriate roles and permissions, and in correct logical order. Part of the new workflow management system is a new toolbar, called the Action Bar, designed to inform and guide technicians. The Action Bar shows all actions a technician has available based on a combination of their role and lifecycle stage of the record they’re working with. Behind the scenes, Actions are a powerful combination of workflow components – templates, forms, functions and e-mail notifications – that allow users to automatically apply field values, send e-mails, update fields, update and create related

Featured Events:

Change Management

Change Management overview.

Event Type: Live webinar

Date: Jan 19, 2010

Product Overview

Experience the power of Alloy Navigator, Alloy Navigator Express and Alloy Discovery. Targeted for prospective customers and evaluators.

Event type: Live webinar

Date: [See online schedule](#)

Reseller Training

Learn about Alloy Software’s products and licensing structure.

Event Type: Live webinar

Date: [See online schedule](#)

objects, execute SQL, and trigger external commands. Managing business tasks with the new Action system cuts administration by tackling redundancy, minimizes errors by establishing clear and easy-to-follow procedures. It also ultimately improves the efficiency of the entire organization beginning with internal training through to the running of daily operations.

- **Global Announcements:** Another significant feature of AN6 is Global Announcements, which allows end-users and/or technicians to be alerted of important events, scheduled downtime, service updates, etc.
- **Web Portal:** AN6 provides increased web portal functionality. The newly redesigned Web Portal for technicians provides access to all of the areas of the Windows client – incidents, change requests, computer and network inventory, software licenses, etc. – and allows technicians to run reports. The Self Service Portal also provides a new, user-friendly interface.
- **Role-based data views:** Data Views in AN6 can be assigned to specific roles, greatly reducing clutter and increasing the efficiency of the technical team. Different views can be made available to different technical teams or groups, depending on their tasks and responsibilities.
- **Service Catalog:** AN6 also has a Service Catalog that works in conjunction with service level agreements (SLA's). This new feature allows companies to manage services in an organized catalog, which greatly improves service delivery by enabling customers to easily account for and measure the way services are provided. By increasing service awareness and visibility, Service Catalogs can help cut inefficiencies, redundancies and costs while contributing positively to customer satisfaction.

For more information about Alloy Navigator 6.0, please download the datasheet:

www.alloysoftware.com/doc/AN6_DataSheet.pdf

Pricing & Availability

Alloy Navigator 6.0 is priced per technician and computer node. Introductory pricing, during the first 3 months of release, for a three-agent license supporting 100 computers is \$3,845. Upgrade paths are available for customers of previous versions and companies switching from a competitor's solution. Discounts are available for education, nonprofit and government institutions.

Voice of Support

Product Q&A

Alloy Discovery 5

Q: *What's the easiest way to find computers with low hard drive space?*

A: You can easily find this quickly through Data Views. Simply add the HDD Free field in the computer list and sort the records by it.

If this is something you'll be looking for often, it might be best to create a Dynamic Computer Group.

1. Go to File > New Group
2. Follow to Wizard to select a Computer Group > Dynamic Computer Group
3. For Inclusion Rules add HDD Free from under General Information
4. Change the Operator to Less Than
5. And set the value to what you'd like to check for. For instance, 1000 is 1GB and 100 is 100MB.
6. Click OK and complete the wizard

This way, from now on you can simply select the group to show you immediately which computers meet this criteria.

Q: *Can I install the Alloy Discovery Console on more than one computer?*

A: Absolutely, as long as all consoles use the same data repository. This ensures that you stay compliant with Alloy Discovery's licensing.

Q: *Can I schedule auditing?*

A: When AlloyDiscovery.exe is triggered via command line with the /Audit option, the audit runs behind the scenes. Using the /Audit option, you can easily specify the Audit Group you'd like to use and then have Windows Task Scheduler start the audit at a specified date and time. This is effective because these tasks can run regardless of whether a user is logged on to the computer or not. The schedule audit supports Windows, Linux and Mac OS computers, and is agentless.

Example: AlloyDiscovery.exe /Audit=MyAuditGroup

Alloy Navigator 5

Q: *What's the easiest way to update multiple records at once?*

A: You can update multiple records at once by using the Batch Update feature. Batch Update allows you to easily select multiple records in a Data View, select the fields you want to update and the values you'd like to update them to.

1. Modify a Data View to show the data you want to update.
2. Go to Actions > Batch Update
3. Select the Field(s), enter the value and click Start

Note: Batch Update will not run from shared areas such as My Tickets or All Tickets, because fields and field values from different record types (i.e. Incident, Problem tickets) are not equivalent.

Q: *Can I limit the data technicians can view based on their Organization?*

A: Yes. You can do this through a feature within Roles called Access Scope. You can find the option under Administrative Settings > Accounts and Roles > Roles > Access Scope. Here you can limit Technicians to seeing objects within only their own Organization or you can specify Organizations you want to give access to. Actually, this helps to increase security and reduce clutter.

Q: *Do you have examples of Business Rules that I might use?*

A: We've created a set of Core Business Rules to give as examples of several types of rules common to most companies. You can find this pack of rules here:

Core Business Rules Pack for Service Support Ticketing:
<http://support.alloy-software.com/?mode=page&aid=KB000946>

You may want to see the Core Macros for Service Support Ticketing as well:

<http://support.alloy-software.com/?mode=page&aid=KB000960>

Q: *How do you delete Person records?*

A: We would actually advise you not to delete Person records because doing so would wind up removing valuable information from your database. For instance, if you remove a person, you will lose the history of that person in regards to the assets they owned or the tickets they submitted.

Instead of deleting Persons, we recommend you simply mark them inactive by deselecting the Active checkbox in their Person record. This way your history is still intact, but that person will not show in any of the person related fields in the application.

Alloy Navigator Express 5

Q: *How is Alloy Navigator Express Integrated with Alloy Discovery?*

A: Alloy Discovery 5 acts as the mechanism to retrieve audit information and Alloy Navigator Express 5 takes that information and imports it into its database. To do this AD5's Mirror options must be set so that when audits come into its repository, they are Mirrored or copied to another folder. This folder is then monitored by ANX5's Audit Loader which is used to import the Audit Snapshots.

Getting Involved

Alloy Software Community is growing strong, and we thank you for participating.

User Community

Participate in the Alloy Community - Connecting People, Ideas and Solutions. Our user discussions and social media are intended for members to share information, post questions, discuss IT related topics and Alloy's products, and simply network with our community.



Public Relations

Contribute to public relations and case studies. By participating you will have the opportunity to showcase your leadership skills in finding a successful and effective resolution to the unique challenges your business was facing. Your participation raises awareness of Alloy Software and our products — and we appreciate it.

Contact [Springboard PR](#) for more information.

Company News

Alloy Software 2009 Recap

Alloy Software, Inc., a leading provider of service and asset management software, today announced it has achieved strong overall corporate growth in 2009. The company saw a significant growth in customer engagements during the 12-month period ending in December 2009. Key drivers for this growth included a range of new and improved services, an increase in demand for the company's Alloy Navigator® and Alloy Discovery® products, and the addition of new partners to strengthen the company's reseller program.

Alloy Software's growth reflects the strong demand for the company's flagship product – Alloy Navigator – an enterprise-level service and asset management suite based on ITIL principles. In 2009, Alloy Software launched the express version of its flagship product, which targets small and medium business environments. Alloy Navigator Express offers an intuitive, easy-to-use approach in managing help desk, hardware and software assets. Alloy Software also saw an increase in demand for its Alloy Discovery product – a budget-friendly network inventory solution that provides accurate and up-to-date information for every networked computer.

Other key drivers for Alloy Software's 2009 growth included continued business with existing customers and increased customer adoption of Alloy Navigator and Alloy Discovery across a variety of industries and vertical markets such as education, health care and manufacturing.

“During a time when most companies are simply looking to survive, we have experienced significant growth,” said Vladimir Vinogradsky, President and CEO at Alloy Software. “This growth reflects the strengths and benefits of our product line, and a price point that is lower than most of our competitors. In addition, the partnerships that we have created in 2009 with companies such as The Winvale Group, HelpdeskSoftware Europe, ATM Bilgisayar, Softmart Solutions and BMC Company LTD have really reinforced our business initiatives going into 2010.” In addition to increased client engagements, product enhancements and new partnerships, Alloy Software improved its service offerings in 2009 as well. The company's JumpStart program – launched in 2008 – is a free service available to all prospective customers during the evaluation stage of one of the company's products. The JumpStart program is designed to get new customers up-and-running with Alloy's products quickly and easily. The program improves the overall customer experience by solidifying relationships between clients and the Alloy Software technical support team. In addition to enhancing this program, Alloy Software redesigned its Beta Program to make it more structured, and formalized its professional service offerings.

2009 was also a year marked with industry accolades, awards and recognition for Alloy Software.

- Alloy wins 2009 CRM Excellence Award (March)
- Alloy Navigator Express is launched (March)
- Alloy Navigator Express Nominated as Finalist for American Business Awards (May)
- Alloy Software named a 2009 CRN Emerging Tech Vendor (June)
- Alloy named one of the fastest-growing private companies in America by Inc. Magazine (August)
- Alloy Software reaches the 5,000 customer mark (September)

Reseller Corner

Reseller Program Update

The Alloy Software Channel Partner Program makes it easy for resellers to increase profitability and drive existing business. Through our structured Partner Program, resellers will be given sales tools, training and incentives. In addition, Alloy Software is pleased to promote and support our partner's marketing efforts. Our mission is to ensure your business success.

Ways to get involved:

- Web Listing: Preferred partners can have a logo and a link on our web site.
- Sales Leads: Select partners can be the exclusive reseller and obtain all sales leads of a region.
- Advertising: Alloy can promote preferred partners to a targeted audience or to the media.
- Training: Attend free training sessions that focus on Alloy products, license structure and industry trends.

Contact [sales](#) for more information

Reseller Spotlight

Alloy thanks all our partners for your business and contributing to a successful year. Together, we increased the number of customers, worldwide, by 13.5 percent over 2008. This is truly an example of exceptional team work and customer service.

Top Resellers in 2009

Reseller	Region
 www.softchoice.com	Canada
 www.asmarina.com.au	Australia
 www.aurelium.be	Belgium
 www.sysob.com	Germany
 www.asap.com	United States

Top Resellers in 2009, The Next 25

- Agtech Soluções em Tecnologia Ltda, Brazil
- MH&D Solutions LLC, United Arab Emirates
- NetCraft Technology Group, China
- FAST sp. z o.o., Poland
- Insight / Software Spectrum, Inc, United States
- Aquion PTY, Ltd., Australia
- Draware A/S, Denmark
- Eagle Technology Group Ltd., New Zealand
- SHI International Corp., United States
- Beijing Baihui Digital Technology Co. Ltd. / Pcstars, China
- Midwest Data, Inc., United States
- Data Edge Limited, Bangladesh
- Pronotion Technology, Indonesia
- Trustmarque Solutions, United Kingdom
- Softwarepipeline.com AG, Switzerland
- ASAP Software - France, France
- American Systems Corp, United States
- Systems 21, Russian Federation
- Intacto sp. z o.o., Poland
- Unicom Technologies, Inc., United States
- Insight /Software Spectrum GmbH, Germany
- Salt Essential IT, Namibia
- SoftJam S.p.A., Italy
- Savenet Solutions, Ireland
- Cevi NV, Belgium



Service Management and Asset Management

[Alloy Navigator](#)[®]: enterprise-level IT infrastructure management suite based on ITIL principles.

- Incident, Problem, and Change Management
- Knowledge Base
- Computer Asset Management
- Network Inventory
- Software Licensing Compliance
- Workflow Management
- Self Service Portal for end-users and Web Portal for technicians



Help Desk and Asset Management

[Alloy Navigator Express](#)[™]: tightly integrated IT Management solution for small and medium businesses.

- Help Desk Ticketing
- Network Inventory
- Computer Asset Management
- Automatic Email Notifications
- Self Service Portal for end-users



Network Inventory and PC Audit

[Alloy Discovery](#)[®]: comprehensive network inventory solution for system administrators and IT service providers.

- Computer Discovery
- Network Inventory (Windows, Linux and Mac OS)
- Agentless On-Demand Audit
- Smart Data Filtering
- Reports and Charts
- Integration with external tools for computer management

Alloy Software Incorporated
88 Park Avenue, Unit 2B, Nutley, NJ 07110

phone: +1 (973) 661-9700
fax: +1 (973) 661-9777
email: sales@alloy-software.com | support@alloy-software.com
web: www.alloy-software.com

