

# Alloy Quarterly™

Newsletter for the Alloy Software Community

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## Product News

### Alloy Navigator 6 Officially Released

**Alloy Navigator 6 Offers New Levels of Workflow Management and Business Process Automation, Enhances the User Experience, and Further Aligns with Industry Best Practices**

Alloy Software today announced the launch of Alloy Navigator 6 - the next generation of the company's award-winning flagship IT infrastructure management solution. Alloy Navigator is a comprehensive, integrated IT service and asset management solution that enables help desks to efficiently manage and support all types of technical issues and requests. Leveraging industry best practices, Alloy Navigator 6 improves workflow management and business process automation, and delivers an enhanced user experience, at a highly competitive price.

### New and enhanced features in Alloy Navigator 6

Robust workflows to streamline IT operations

The new role-based workflow management system in Alloy Navigator 6 offers a new level of power and flexibility while making workflow easier to create, maintain and reuse. The ability to design intuitive and easy to follow workflow immediately reduces the need for training normally required to perform daily operations and routine maintenance tasks. Ultimately, this new approach improves the efficiency of the entire organization.

## Featured Events:

### Change Management

Change Management overview.

*Event Type: Live webinar*

*Date: June 11, 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](#)*

## Comprehensive Change Management

Alloy Navigator 6 greatly extends the abilities of its Change Management feature set, providing the essential tools needed to ensure IT infrastructure changes are implemented in an orderly, controlled and systematic fashion, with minimal adverse effect on the business. Alloy Navigator offers with built-in approval methods to accommodate diverse change approval policies.

## Conformance with service levels

The Service Catalog is the cornerstone of the improved service level management (SLM) model in Alloy Navigator. The Service Catalog helps IT and help desk personnel define and document different types of services, establish service level expectations, monitor service quality and determine the cost of providing service to customers and internal users.

## Improved communication within the company

The new Announcements feature helps IT personnel keep customers and internal users proactively informed about service interruptions, outages, scheduled downtime and service updates.

## Latest Technology

Alloy Navigator 6 includes updated technology including agentless, on-demand audit (for Windows/Mac/Linux); compatibility with Windows Vista, Windows 7 and Microsoft SQL Server 2008; discovery and detection of SNMP devices; email integration with Microsoft Exchange; a fully featured web portal for technicians; and scheduled report generation using Crystal Reports.

## Pricing & Availability

Available today, Alloy Navigator 6 is priced per technician and computer node. Introductory pricing, available until June 15, 2010, 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. In addition, discounts are available for education, non-profit and government institutions.

# Voice of Support

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## Product JumpStart Program

All of our products come bundled with a valuable technical resource called the **JumpStart™ Assistance Program**. This program is designed to assist you with learning, planning and ultimately implementing our products by providing you with expert guidance. While our software is easy to use, we believe whether you're installing our software for the first time or upgrading to a new version, having access to a dedicated product specialist will greatly enhance your experience.

## Objectives

The JumpStart program's key objects are to:

- Team you up with a dedicated product specialist
- Help you install or upgrade our software
- Demonstrate the full capabilities of the product
- Give you access to seasoned best practice advice
- Guarantee you reap the benefits of your investment
- Assist you with configuration and deployment planning
- Understand the full ramifications of major upgrades
- Ensure implementation fits the needs of your company
- Decrease time of installation, evaluation, planning and implementation

## Scheduling

JumpStart sessions are available to product evaluators and customers in a support contract. You can book a JumpStart session online. If the dates or times listed don't work for you, you can contact us and we'll try to accommodate your request. To schedule a JumpStart, visit [www.alloy-software.com/support/jumpstart.html](http://www.alloy-software.com/support/jumpstart.html).

# Company News

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For more information about Customer Interaction Solutions' 2010 CRM Excellence Award, please visit [www.tmcnet.com](http://www.tmcnet.com)

## 2010 CRM Excellence Award

Alloy Software announced that their flagship product - Alloy Navigator - is a recipient of the 2010 CRM Excellence Award by Customer Interaction Solutions magazine. For the third consecutive year, Alloy Software has been honored by the publication for helping companies improve upon their customer relationship management (CRM) capabilities and overall customer experience.

Alloy Navigator is a comprehensive, integrated IT infrastructure management solution based on industry best practices. Targeted for medium and large business environments, Alloy Navigator offers an intuitive, comprehensive, easy-to-use approach to managing the service desk, IT assets, task assignments, and other routine activities in modern IT departments.

“The eleventh annual CRM Excellence Awards has recognized Alloy Software for being a true CRM partner to its customers and clients,” said Rich Tehrani, CEO of Technology Marketing Corporation (TMC). “Alloy Software has demonstrated to the editors of Customer Interaction Solutions that Alloy Navigator improved the processes of their clients' businesses by streamlining and facilitating the flow of information needed for companies to retain their most precious asset - their customers.”

Based on hard data, the CRM Excellence Awards rely on facts and numbers demonstrating the improvements that the winner's product has made in a client's business. Winners were chosen on the basis of their product or service's ability to help expand the customer relationship to become all encompassing, covering the entire enterprise and the entire lifetime of the customer.

“We are honored to receive the CRM Excellence Award for the third consecutive year from such a well-respected publication like Customer Interaction Solutions magazine,” said Vladimir Vinogradsky, President and CEO at Alloy Software. “For us, the award represents our overall goals as a company - to bring the highest quality products and services to our customers, and deliver an unsurpassed customer experience. This award is also a testament to all of the hard work and effort put in by our staff here at Alloy Software.”



# Reseller Corner

## Qualifying your Customer

Outstanding customer care is a top priority at Alloy Software, and we work with our partners directly to implement an effective sales process and to determine the best-fit solutions for your customer's business. Our relationship with our partners makes it easier for customers around the world to receive our products.

Below is a preliminary set of questions to help you guide your customers to select a solution to fit their unique needs. These questions only cover a minimum amount of essential information. We recommend that you get as much information as possible about their requirements for the areas of functionality covered by Alloy Software products. It would also be helpful to know if they have an existing system in place.

Key Questions	Recommended Product		
	Alloy Navigator™ 6	Alloy Navigator Express™	Alloy Discovery™
Are you looking for a Help Desk / Service Management solution?	✓	✓	
Do you require IT Asset Management features, including Software Licensing Compliance, Contract and Purchase Order Management?	✓	✓	
Do you have interest in Change Management, Service Level Management, ITIL best practices, and automated workflows?	✓		
Are you looking for network inventory or computer discovery?	✓	✓	✓
How many technicians require access to the system? Do not include end-users.	10+	Up to 10	
How many computers (PCs, servers, etc.) will you manage? Do not include other hardware.	10,000+	Up to 2,000	Up to 500

**NOTE:** This checklist can be used by resellers, current, and prospective customers as a guideline for product selection.

# Getting Involved

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

## 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.

## 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.



### Service Management and Asset Management

[Alloy Navigator](#)<sup>®</sup>: 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](#)<sup>™</sup>: 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](#)<sup>®</sup>: 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

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