

# Alloy Navigator 6.0

Integrated Help Desk and Asset Management Solution

## BENEFITS

- Establish robust workflows to streamline and effectively collaborate IT operations
- Automate notifications and escalations to ensure you meet established service levels
- Empower your internal and external customers with a 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
- Keep an accurate history of past and present issues
- Minimize the adverse effect of changes in the IT infrastructure on your business with Change Management practices
- Improve communication within your company by making it easier for technicians to keep all involved parties updated and informed
- Monitor the performance and efficiency of your service desk
- Ensure software licensing compliance throughout your organization
- Facilitate troubleshooting of hardware and software issues by staying up to date on configuration information

Alloy Navigator® is an IT Service Management solution designed and built with industry best practices and real-world customers in mind. Alloy Navigator 6, centered around a powerful business process automation engine, equips you with the tools to streamline and improve the efficiency of IT operations, including Incident and Problem Management, Service Level Management, IT Asset Management, Change Management, Knowledge Management, Organization and Contact Management, and more.

Targeted for medium and large business environments, it 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.

## Feature Highlights

- Incident and Problem Management
- Service Level Management
- Change Management with flexible approval options
- Task Management
- Recurrent Tickets
- Network Inventory
- IT Asset Management
- Software Management and Licensing Compliance
- Knowledge Management
- Customer Self Service Portal
- Role and access scope based user permissions system
- Workflow Management and Business Process Automation
- Integrated with Crystal Reports
- Action-based Workflow System **New in V6**
- Form customization features **New in V6**
- Configuration Assemblies **New in V6**
- Customizable placement of user-defined fields **New in V6**
- Global Announcements **New in V6**
- E-mail integration with Microsoft Exchange **New in V6**
- Scheduled report generation **New in V6**
- Agentless On-Demand Audit for Windows, Linux and Mac **New in V6**
- External Tools functionality enhancements **New in V6**
- Discovery and detection of SNMP devices **New in V6**
- Custom mapping of Active Directory fields **New in V6**
- Redesigned Self-Service Portal **New in V6**
- Fully featured Web Portal for technicians **New in V6**
- Improved localization with Unicode support **New in V6**
- Customizable administrator alerts **New in V6**
- Role-based data views **New in V6**
- Compatibility with Windows Vista, Windows 7, Microsoft SQL Server 2008 **New in V6**



## Product Features

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### IT Service Support

Alloy Navigator helps you establish service management practices, identify and proactively respond to trends, reduce management overhead, share knowledge, improve communication, and streamline collaboration within your technical team.

### Service Level Management

Service Level Management is an integral part of monitoring and enhancing the quality of service delivery. Alloy Navigator maintains details about each service your organization provides to its internal and external customers allowing you to manage service levels, monitor service quality, and continuously enhance service activities, functions, and processes.

### Asset Management

Alloy Navigator helps manage the full life cycle of your hardware equipment and software licenses. From procurement through to retirement, Alloy Navigator keeps track of purchasing, warranty and maintenance contracts, related tasks and incidents, and provides a clear view on financials by tracking the current value of your assets with a number of standard depreciation methods.

### Change Management

To ensure changes within your IT infrastructure are implemented in an orderly, controlled and systematic fashion, with minimal adverse effect on your business, Change Management practices are essential. Alloy Navigator will not only help coordinate your teams on changes to your environment, but it will increase visibility with a number of built-in approval methods.

### Contact Management

Throughout Alloy Navigator, contact information is used to track the origin of service desk tickets and asset ownership, assign tasks and request approvals for changes. Information on contacts can be imported from an external data source, or synchronized from the Active Directory.

### Self-Service

Your customers and internal users can access your help desk 24x7 from the convenience of their web browser using the Self Service Portal. They can submit tickets, monitor their progress, and communicate with your support team conveniently. Knowledge Base integration helps your customers find answers to frequent questions, or search for solutions for common problems prior to the submission of a support request to help reduce support costs.

### Contract Management

Recording your company's various contracts in Alloy Navigator, such as warranty, service or maintenance contracts, will not only help you track their associated costs, but it will also allow to understand what they cover, for how long they cover and who is responsible for them.

### External Tools

You can easily integrate Alloy Navigator with third party software products to carry out various tasks related to computers on your network, service desk tickets, contracts, documents, and other types of objects maintained by Alloy Navigator through the use of the external tools functionality. 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 3rd party system.

Alloy Navigator comes with a number of external tool profiles already pre-configured for frequently used tasks.

### Knowledge Management

Alloy Navigator allows you to leverage technical information and solutions gathered by your IT staff and service desk team so that repeat occurrences of known issues can be more easily handled once discovered. In addition, by sharing these solutions with end-users and members of the technical team, Alloy Navigator helps inform and educate, enhance collaboration, reduce duplication of research, and facilitate knowledge transfer.

### Integrated Reporting

Alloy Navigator 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 Alloy Navigator's database allows you to customize any standard report, or create new reports from scratch.

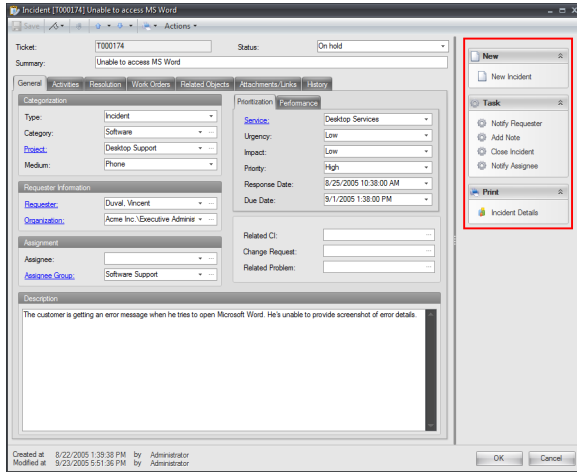
## New in version 6.0

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### Action-based Workflow Management

The workflow management capabilities of Alloy Navigator 6 have been greatly expanded while making them easier to create, customize and maintain. The new approach allows you 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 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 your entire team beginning with internal training through to the running of your daily operations.



Action Bar on the Incidents Window

### Administrator Alerts

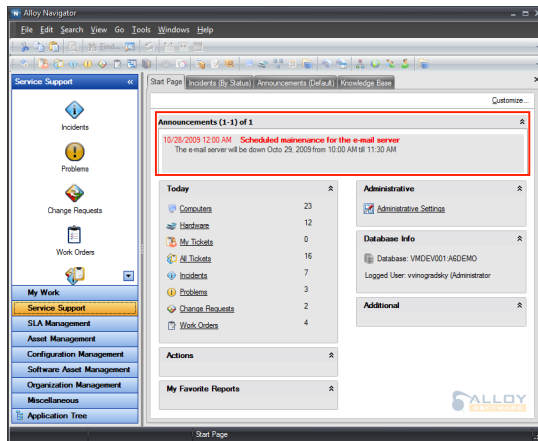
Product administrators will appreciate the new approach to managing events that require attention. Alloy Navigator 6 automatically alerts the administrator when an important event or a failure occurs, and provides quick access to all system logs from a single centralized location.

### Role-based Data Views

Greatly reduce clutter and increase the efficiency of your technical team by assigning data views to specific roles. This way different views can be made available to different technical teams or groups, depending on their tasks and responsibilities.

### Global Announcements

Alert technicians and customers when an event of outage occurs using the new Announcements feature. You can also notify your personnel and your customers about scheduled downtime or service updates to keep them proactively informed.



Announcements on the Start Page

### Network Inventory

The Network Inventory functionality in Alloy Navigator 6 has undergone more than a mere improvement. There is a completely new approach through the integration with **Alloy Discovery 6**, the next generation of the popular network discovery and computer audit product.

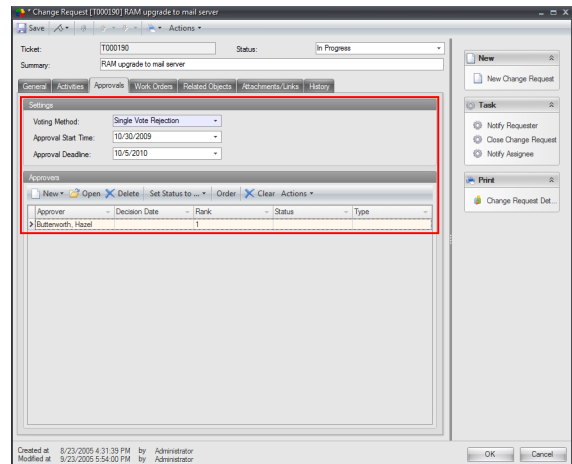
Alloy Discovery 6, powered by an assortment of versatile auditing methods, allows you to take control over your company's hardware and software inventory by making it effortless to gather an accurate, complete and in-depth inventory of your entire network.

Using the powerful On-Demand Audit, you can remotely audit Windows, Linux and Mac workstations and servers 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 snapshots are delivered directly to the central repository, where they become associated with computer and hardware records maintained by Alloy Navigator.

Alloy Discovery 6 (a over \$1000 value) is included free with Alloy Navigator 6 for customers purchasing the Network Inventory option.

### Change Request Approvals

Easily implement a comprehensive Change Management workflow with a built-in Approval system offering several standard voting methods such as Majority Decision, Required Percentage, Sequential Approval and more.



Change Request Approvals

### External Tools Enhancements

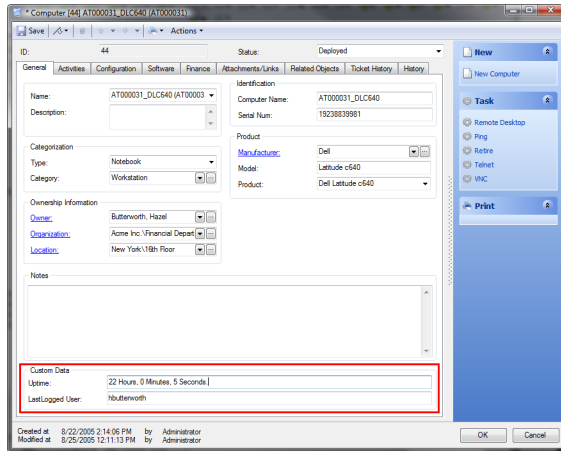
In Alloy Navigator 5, External Tools were available only for computers, but in Alloy Navigator 6 they are built directly into the Action Workflow System. This means the administrator can control their availability to individual technicians depending on their roles. You can use third party software and utilities with any object in the application such as tickets, assets, documents, person records, etc.

### Active Directory Import Mapping

Now you have full control over the data imported from Active Directory. Alloy Navigator 6 allows you to specify how Active Directory data is mapped to Alloy Navigator's Organization and Contact Management information.

## User-Defined Fields

Alloy Navigator 6 offers better control over where custom fields appear and also improves the way they are stored in the database for easier report creation.



Custom fields on the General tab of a computer record

## Service Catalogs

Being able to manage your services in an organized catalog can greatly improve service delivery by providing you with the ability to easily account for and measure the way you provide your services. By increasing service awareness and visibility, Service Catalogs can help cut inefficiencies, redundancies and costs while contributing positively to customer satisfaction.

## Centralized Notification Management

Alloy Navigator 6 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.

## Report Automation

Schedule the creation and automatic distribution of reports in situations where you need recurring delivery of data.

## Microsoft Exchange Integration

Alloy Navigator 6 features seamless integration with Microsoft Exchange for both incoming and outgoing e-mail.

## 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.

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## Configuration Assemblies

AN6 introduces a new feature called Configuration Assemblies which allow you to combine multiple assets into one larger system to improve service manageability. As an example, you can use this new feature to identify your Production E-mail service as the application server and Microsoft Exchange software. This helps you easily manage dependencies between your business critical services and physical or logical components of your IT infrastructure.

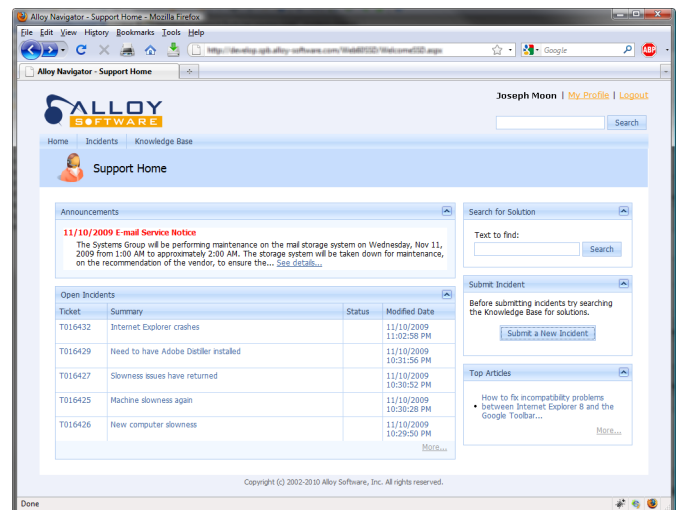
## Unicode Support

Now you can localize the user interface and manage content containing languages other than English with new Unicode support.

## Web Portals

The newly redesigned web portal for technicians gives access to the majority of the areas the Windows client does - Incidents, Change Requests, Software Licenses, Computers, etc. - and also allows running reports.

The Self Service Portal also received a complete redesign and now offers a powerful combination of performance, ease of use, and ease of customizations



Redesigned Self Service Portal