



BMC Track-It!

BMC Track-It! is the leader in the small to mid-sized business help desk market and gives you the ability to immediately take control of your Help Desk and IT Management functions with included core modules for Asset Management, Help Desk Management, Change Management, Purchasing, Software License Management, and more.

Key Benefits

- » Dramatically reduce time spent on managing and scheduling repetitive tasks and manage recurring Facilities Maintenance items with Track-It! Scheduled Work Orders
- » Increase end-users' confidence when placing a request with your help desk staff. Knowledge base solutions, 24/7 self-service for request submission and online status checks available within the 100% web-based self-service portal
- » Ensure that requests will be addressed in a timely fashion with Service Level Agreements
- » Improve change management control and efficiency by properly managing change requests while encouraging teamwork and collaboration with Track-It! Change Management

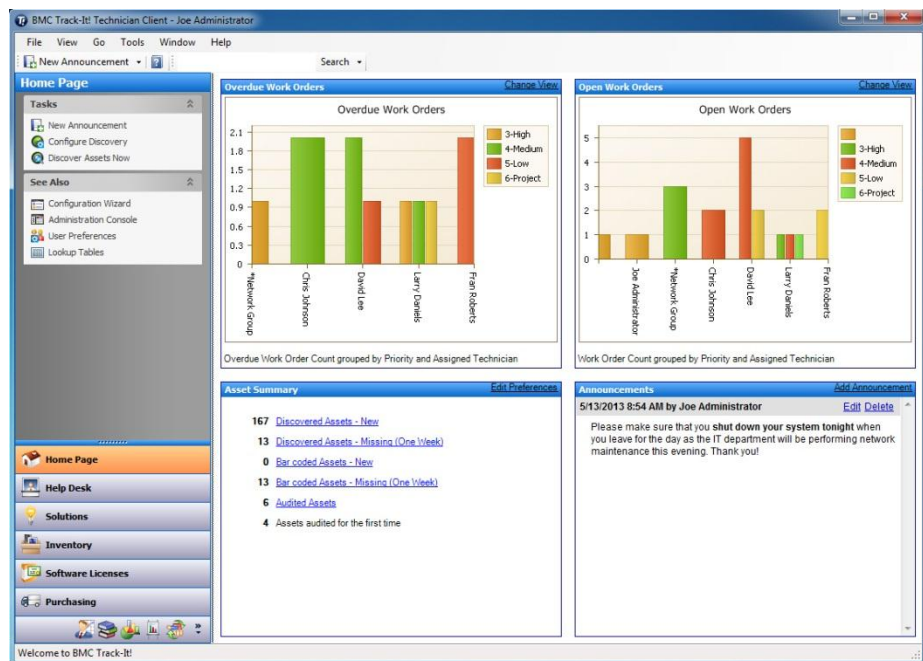
Business Challenge

IT departments are under ever increasing pressure to provide higher levels of service, support additional types of devices, manage software licenses, keep track of company IT assets, support distributed users in diverse work environments and at the same time try to keep their costs low. This can be an incredible challenge for the small to mid-sized growing business without the proper tools to handle the job.

The BMC Solution

BMC Track-It! has been around over 20 years and in that time has been trusted by over 55,000 customers, sold over 180,000 individual technician licenses, managed over 16,000,000 IT assets, has been installed in more than 26 countries and is the worldwide number one leader in market share for the small to mid-sized business help desk.

BMC Track-It! includes core modules for Inventory and Asset Management, Help Desk Management, Change Management, Purchasing, Software License Management, Training, Library, Facilities Management, Self Service/Password Reset web portal for end users, Mobile and Web Help Desk interface for technicians, a data warehouse driven Dashboard for metrics and Reporting. Additional add-ons are available including PC Migration Management, Remote Control, Industry Knowledge Paks, Survey and Barcode.



Help Desk

The Help Desk is the core of the Track-It! product providing you with a 360-degree view of your work orders and change requests. End-user satisfaction, improved resolution rates, lower costs and adhering to industry best practices are of the utmost importance to IT departments. Track-It! helps you automate processes and build a knowledgebase of solutions, ensuring faster and more accurate resolutions to your end-user requests. By moving your manual processes into an automated help desk solution, you will handle calls faster and make data available when you need it. Knowledge base solutions, 24/7 self-service and online status checks along with a more streamlined process for managing help desk requests will increase your users' confidence when placing a request with your help desk. Time is money and Track-It! implementation is quick and easy with a wizard-driven installation and easy to use administration. The user interface has a familiar Microsoft® Outlook-style "look and feel," enabling users to comprehend available activities quickly. To keep your operation running profitably, you need to align IT with business objectives, ensuring optimal availability, dependability, security and IT performance. Track-It! will allow you to automate manual processes, such as email notifications, SLA warnings, skills-based routing, audit trails and much more to help ensure consistent, reliable response times and resolutions for your users.

The screenshot displays the Track-It! Technician Client - Administrator interface. The main window shows a 'Help Desk' view with a list of work orders. The table columns include ID, Priority, Date Entered, Summary, Requestor, and Assigned Tech. The selected work order, 1044, is highlighted in red. Below the table, a detailed view for work order 1044 is shown, including a description and notes.

ID	Priority	Date Entered	Summary	Requestor	Assigned Tech
1044	4-Medium	5/22/2011 1:48:33 PM	Problem with my scanner	Robert Coleman	
1035		11/16/2010 2:05:18 PM	Database Backup Is Out Of Date	Winston Blitz	Ernie Jack
1034	3-High	11/14/2010 10:30:18 AM	Purchase new laptop for sales.	Joel Borden	Fran Roberts
1033	5-Low	11/12/2010 10:30:18 AM	Attend Leadership Training Course	Joel Borden	David Lee
1032	5-Low	11/8/2010 10:30:18 AM	Schedule Networking Training	Joel Borden	David Lee
1031	3-High	11/13/2010 10:30:17 AM	Having trouble with VPN access.	Robert Coleman	*Network G
1030	4-Medium	11/12/2010 10:30:18 AM	Not receiving email.	Ashlee Owens	Chris Johns
1019	6-Project	10/25/2010 12:30:13 PM	AC #1 in data center is not cooling.	Anne Hiller	Larry Danie
1018	4-Medium	10/24/2010 12:30:13 PM	Purchase new laptop for sales.	Anne Hiller	David Lee
1017	3-High	10/23/2010 12:30:18 PM	Setup Network Accounts	Ben McGlaughlin	*Network Gro
1016	4-Medium	10/23/2010 12:30:18 PM	Setup Desktop/Laptop	Joel Borden	Chris Johnson
1015	4-Medium	10/23/2010 12:30:18 PM	Create Building Access Card	Joel Borden	David Lee
1014	4-Medium	10/23/2010 12:30:18 PM	Schedule Training	Joel Borden	Larry Danie
1013	5-Low	10/23/2010 12:30:12 PM	new hire - Bob Lee	Joel Borden	Fran Robert
1007	1-Critical	10/16/2010 12:40:15 PM	User reporting that internal and external network acc...	Ashlee Owens	David Lee

1044 - Problem with my scanner

Description:
Scanner isnt working.
Monday, May 02, 2011 1:48:33 PM | demouser

Notes:
Probably need to update the driver
Thursday, July 07, 2011 1:16:48 PM | Demo

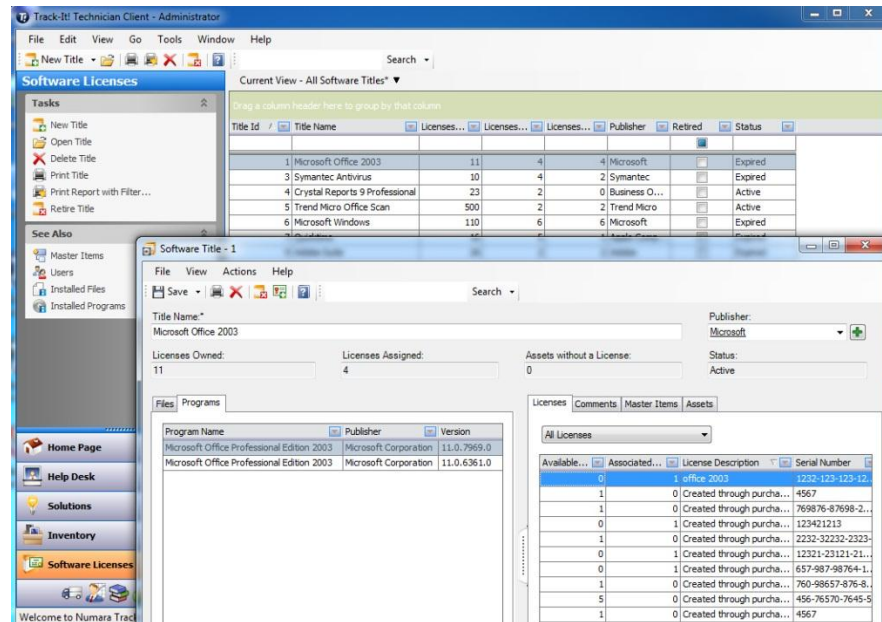
Records: 15 Return All Execution: 0 ms. (Query: 0 ms.)

Change Management

Track-It! Change is our integrated change management application. Due to the complexity of change, it's important to have a centralized solution that can track, automate, manage, control and report on the process of change and approvals based on your business's unique set of rules. A defined change management process coupled with a solution that automates approval procedures will minimize the risk of changes to the IT infrastructure. If this structured environment is created and supported by a change automation tool, such as Track-It! Change, the outcome of change will easily shift from negative to positive, ultimately saving an organization the expenses of unplanned downtime caused by poorly managed change. Improving customer satisfaction is just one of the many "side effects" of implementing a controlled change management process. Using Track-It! Change to automate change processes and approvals will help you to institute a structured and effective change management strategy throughout your organization. With the auditing and asset management capabilities found in Track-It! Inventory, any organization can easily identify devices, including laptops, servers, mobile devices and other network assets. Track-It! can also be configured to scan and audit your network assets on a regular basis to ensure you have the most up to date information. The Inventory will maintain a comprehensive list of the hardware and software assets across your entire organization with detailed configuration information available at your fingertips. Many of the issues and support calls that consume your time and resources are a direct result of users making changes to their own computers or installing unauthorized applications. This can impact the security and availability of critical assets and create excess demands on IT support staff. Track-It! Inventory helps you prevent or reduce unnecessary support costs by informing you about unauthorized software. Up to date audit information is important to allow your help desk staff to be fully informed of hardware configuration and recent changes when users contact the help desk for assistance.

Software License Management

Having a reliable way to determine what software your organization is licensed for is a crucial part of IT management. Knowing what software is installed and whether or not it's in compliance with your vendor licensing agreements are two of the key elements in establishing full software license compliance. Track-It! Software License Management allows you to track and report on the number and type of software licenses owned, the number of installations and the number of licenses assigned to users to help you gain control over your licensing and avoid failing an audit due to over-utilization of application licenses.



Solutions

The Track-It! Solutions module allows you to create a searchable knowledgebase of common help desk issues and their resolutions to allow other help desk staff to access these solutions when attempting to solve end user problems. This solution database is a great resource to help train new IT staff or help save time in troubleshooting issues if the solution has already been documented by another technician. Solutions can be categorized into different folders to help organize related issues. You can also restrict which solutions appear to end users in the self-service web module. Some solutions are meant strictly for other IT technicians and would not make sense or be appropriate for end users to see or to try.

Purchasing

The Track-It! Purchasing module allows you to keep track of all your IT related purchases. This information is useful if you need to look back and find records for your finance department for audit or tax purposes or if you need to know what you ordered so you can reorder it. The purchasing module allows you to keep track of items ordered, their part numbers, serial numbers, quantities, prices, taxes, the person it was ordered for, when it was ordered and when it was received. Using the Purchasing module, you will never again have to dig through piles of papers on your desk or in a file drawer looking for records for something you purchased.

Training

The Track-It! Training module allows you to keep track of training classes that your IT staff or other employees have taken. It allows you to keep records of the type of course, dates the course was taken and the results of the class. You can also enter information on the quality of the course to help you determine whether to send more employees to it in the future.

Library

The Track-It! Library module is the place to keep hardware, software, even non PC related items that you loan out to users within your organization. It is used most times for loaner laptops, projectors and other computer equipment but has also been known to have been used for books, sports equipment, furniture and even clothing. The possibilities are endless. The Library allows you to keep track of who took something out, when they took it, and to specify a date the item must be returned.

Reporting

The Track-It! Reporting module includes many built in reports for managing your Help Desk and IT Asset Management operations and includes the industry leading Crystal Reports reporting tool for more advanced reporting requirements.

Dashboard

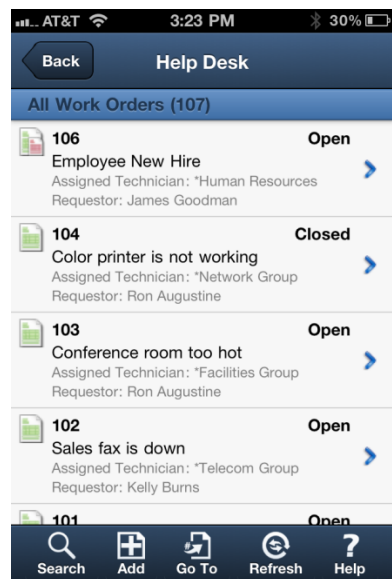
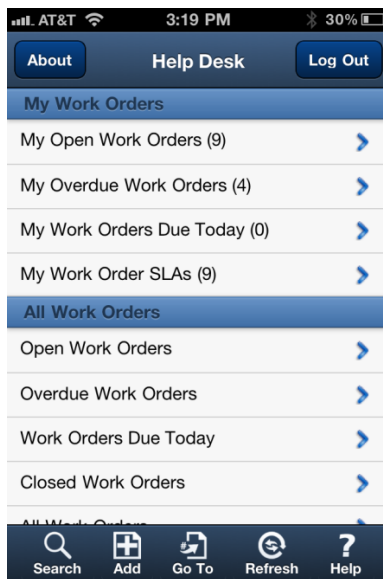
The Dashboard is the place to go for stats on new work orders submitted, work orders completed, work orders still open, types of work orders submitted, the number of work orders assigned to each technician as well as many other types of data about your inventory and help desk. The Dashboard views can be customized and there are pivot tables available for further analysis.

Web portal for Technicians

Track-It! Web is the web portal for your IT staff to access the Track-It! Help Desk, Solutions and Inventory modules while away from their desks. The Track-It! Web portal is a newly designed product with a new interface based on user feedback to make data entry and usage as easy as possible. Track-It! Web is the new platform for Track-It! IT staff and will continue to be evolved and have new modules added with each release. Track-It! Web is also full JavaScript and HTML5 which allows your help desk technicians the flexibility to access the Track-It! Web Help Desk via just about any web browser on any platform. Track-It! Web can be used from Windows®, Mac® and even Linux® machines using IE, FireFox, Chrome and Safari web browsers. Have a new iPad or Android tablet? Not to worry. Track-It! Web is compatible with those platforms as well. Pick your favorite platform and browser and Track-It! Web is there to help.

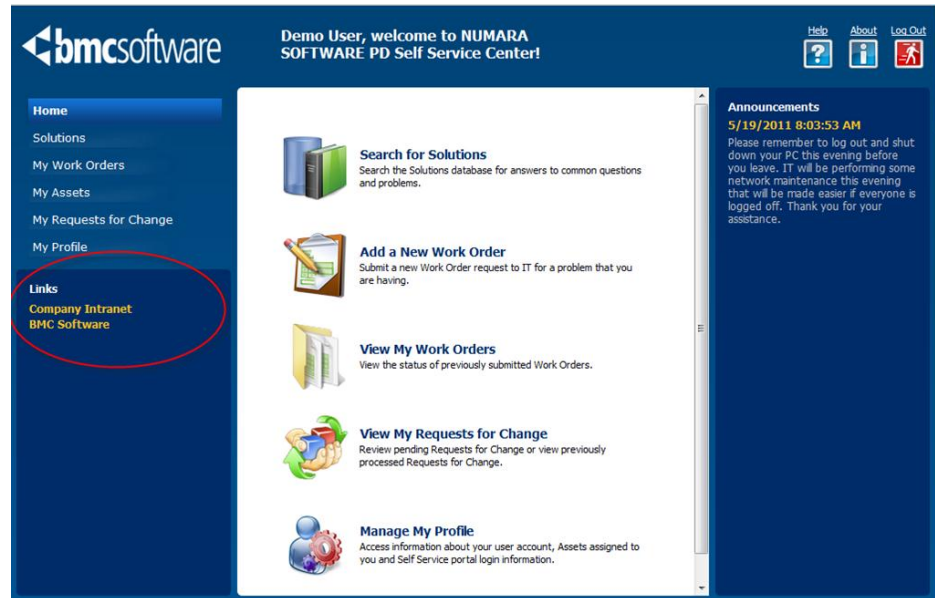
Mobile Web for Technicians

Not to be left out, mobile devices have cemented their place in today's IT environment and Track-It! Mobile Web allows you to access the Help Desk and Solutions modules you need, all from the convenience of your mobile device. Currently the Track-It! Mobile Web solution supports iPhone and Android phone devices as well as iPad and Android Tablet devices. While the full Track-It! Web application can be used on iPad and Android Tablets, some users prefer the simplified user interface designed for a mobile device and Track-It! Mobile Web can handle those too. For even further simplicity, there is no need to download the application from the Apple® App store or Android marketplace or worry about keeping your technicians mobile devices up to date with their Track-It! Mobile app. Track-It! Mobile Web is fully HTML5 and is accessed at the same URL as the Track-It! Web application. When you update Track-It! with a service pack or other update, the website and mobile sites are also updated and all mobile devices then see the new interface as well. One URL to remember, one place to update and one place to access Track-It! Web and Track-It! Mobile. The site detects which device you are using and directs you to the appropriate interface. Need access to the other interface? No problem. Track-It! Web includes a link to the Mobile interface and vice versa to allow for maximum flexibility no matter what type of device you are using.



Self Service

Track-It! Self Service is an IT Helpdesk web portal for end users on your network. In Track-It! Self Service, your users can submit a new work order requesting help from IT, view and search for solutions to common problems (solutions that IT has approved for end users of course), view the status of previously submitted work orders, view their asset information if they have a company computer that has been scanned and audited by the Track-It! Audit and view Change Requests that they are listed as the approver for. The Self Service portal also supports trusted AD authentication to make it even easier for your end users to connect and authenticate into the site.



Track-It! Add-Ons

KnowledgePaks

In addition to the included Track-It! knowledge base that can be populated with your own solutions, an add-on module, Numara Industry KnowledgePaks, is available to provide your help desk with access to hundreds of thousands of problem-resolutions for both your technicians and end-users. KnowledgePak titles cover virtually every popular business application from vendors such as Microsoft, Netscape, Novell, Corel, Lotus, Adobe and Symantec. A powerful natural language search engine, coupled with diagnostic trees, step-by-step instructions and hypermedia illustrations make KnowledgePaks particularly well suited for use by first level support analysts and self-service enabled end-users.

Bar Code

Improving the accuracy of data entry is one of the most common reasons for moving to a bar code solution. Does the asset exist? Where? Who owns it? What's on it? These are just a few of the questions that can be answered with a high degree of accuracy using a bar code solution. Track-It! Bar Code makes accurately identifying, validating and transferring any asset quick and easy. It integrates seamlessly into Track-It! Inventory, and allows organizations to track assets that can't be easily found via discovery. Improving the visibility of all types of assets enhances the control an organization has over those assets. Using Track-It! Bar Code, you can identify, track and manage all types of assets regardless of their location. Whether in a remote location in any part of the world or within your own headquarters, asset data can be scanned and synchronized by multiple users and easily updated if an asset moves. Scanned asset data can be reconciled within Track-It! or saved as a file and emailed for future processing In today's fast-paced workplace,

Remote Control

Track-It! Remote provides help desk technicians with the ability to resolve a user's computer problem from a remote location and the means to deliver consistent desktop support in a simplified way. By allowing help desk technicians to remotely view and control a users' computer, Track-It! Remote allows administrators to quickly detect, diagnose and resolve PC issues by reducing the time required to troubleshoot the problem. This helps to reduce the time required to resolve an issue and therefore reduces help desk expenses and increases the productivity of the help desk staff. For instance, administrators can easily see what the user sees after connecting to their machine and even follow the user's actions without sitting in front of the same computer. Not only does this allow the help desk technician to more easily troubleshoot a problem, but it also allows them to take control of the mouse and train the user by guiding them through their problem. Once connected, the solution also provides bi-directional file transfer functionality and even clipboard management. The end result is a dramatic decrease in the time required to assess an issue and an increase in first call resolution and customer satisfaction. Every IT person has been in this situation. Someone's needs a new computer for a variety of reasons and of course, they need it right away. This will usually result in not only setting up a new computer, but also having to copy files and settings to it, if the old computer is still accessible.

PC Migrate

Track-It! PC Migrate will change the way you set up new machines and migrate users in your environment. Track-It! PC Migrate allows you to automatically capture all user profile data and preferences utilizing an easy to use Windows based application, store that information on your server, then when the time comes, inject all of those settings and data into a freshly installed Windows system. Track- It! PC Migrate is an automated solution that helps maintain productivity levels and reduce support costs by freeing up your IT technician from having to babysit file transfers from one machine to another and eases the transition for the user by transferring user preferences and other settings that they have customized to their liking. Track-It! PC migrate eliminates the need for manual intervention by automatically capturing application settings and preferences, wallpaper, drive mappings, bookmarks, favorites, photographs, files etc. into a user "personality", storing that information until you need it, then when the time comes, allowing you to easily inject that personality onto a new Windows computer. Whether you are trying to lower post migration support costs or ease the burden of daily PC change initiatives, Track-It! PC Migrate helps you move user data and restore personal settings with zero-impact to the end-user.

For More Information

To learn more about Track-It! , please visit

<http://www.bmc.com/products/track-it-help-desk-software/helpdesk-ticketing-system.html>

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. Tens of thousands of IT organizations around the world — from small and mid-market businesses to the Global 100 — rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. BMC helps customers cut costs, reduce risk and achieve business objectives with the broadest choice of IT management solutions, including industry-leading Business Service Management and Cloud Management offerings. For the four fiscal quarters ended December 31, 2012, BMC revenue was approximately \$2.2 billion. Visit www.bmc.com for more information.