

Verax Asset Management & Service Desk

Reduce operations cost and increase customer satisfaction

Gain full control by integrating asset management with service desk and infrastructure monitoring processes.

Reduce operational expenses by consolidating asset management across multiple remote locations.

Save time spent on comparing multiple spreadsheets with automated asset discovery and tracking.

Ensure that service requests are resolved in a timely manner via fully **configurable escalation and notification procedures.**

Streamline IT and network operations, ensure **SLA compliance** and maximize applications and network uptimes.

Overview

Verax Asset Management & Service Desk integrates IT asset management with service desk processes in order to reduce operations cost and increase customer satisfaction by ensuring timely and consistent service request resolution.

Verax Asset Management & Service Desk helps IT professionals to:

- Save operational expenses by consolidating asset management across multiple locations.
- Maximize the value of IT assets by eliminating underutilized resources.
- Integrate service support processes across multiple departments.
- Monitor and report SLA (Service Level Agreements) compliance.
- Streamline service desk process and automate incident resolution.

Automated asset discovery and tracking

Track every hardware and software asset and get notified about important dates, such as lease expiration dates, warranty status, etc. Verax Asset Management & Service Desk provides full history log including information such as service requests or reported incidents and reduces asset reporting cost with easily created IT inventory reports e.g. for auditing purposes.

Configurable asset and service lifecycle

Asset and incident lifecycles within the system are fully user-configurable in order to reflect business processes and procedures. Built-in statuses (e.g. open, in-progress, waiting for customer, resolved, reopen, closed) can be extended with user-defined values (e.g. manager validation or client acceptance).

Solution knowledge base

Verax Asset Management & Service Desk enables storing of problem resolution information in a searchable knowledge base. This feature allows for reducing service request resolution time (based on the information about prior experiences), facilitates accumulating and sharing knowledge among support team members.

SLA compliance

Verax Asset Management & Service Desk ensures compliance with internal or external Service Level Agreements thus allowing IT to focus and prioritize incidents. The SLA component includes:

- **Resolution times** defining SLA targets depending on request priority, category, source (internally- vs. client-reported), etc.
- **Escalation rules** defining how to handle service requests that are likely to be overdue (i.e. not resolved in the time specified in SLA conditions), for instance, increasing incident priority or notifying a manager. Multiple escalation levels can be defined to match the organization's reporting structure (engineer, manager, director, VP).
- **Routing rules** specifying individuals or groups to whom service requests should be automatically assigned based on their priority, category or other criteria.

Detailed reports on SLA compliance are automatically generated.

Security and access permissions

Verax Asset Management & Service Desk provides access control to asset and incident information through a system of user groups and permissions. Access to individual features and views (e.g. SLA compliance) is controlled by strong security mechanisms including user execution context, access rights and privileges.

Holistic approach

Verax Asset Management & Service Desk can also be orchestrated with Verax NMS & APM (out-of-the-box integration) and other Verax applications in order to create advanced active asset management, automated infrastructure incident tracking, disaster recovery or provisioning solutions.

On-line demo and free version download

A free, fully functional product with all features and functions, limited to 200 service request records is available for download at:

<http://www.veraxsystems.com/en/downloads>