

FootPrints Asset Management

A powerful, easy-to-use, comprehensive, and fast-to-implement solution for automated IT asset discovery tracking, as well as software compliance

Flexible & Fully Customizable.

Comprehensive IT Asset Auto-discovery and Tracking. Effortless Implementation.

Gain control of IT assets throughout your organization, including PC and other network assets, with UniPress Software's FootPrints Asset Management, powered by Centennial Discovery 2005™. And, while you're addressing user trouble tickets or requests, you can use automated IT asset tracking to gain real-time PC asset information to quickly find solutions. FootPrints Asset Management helps you automatically identify the hardware and software located on users' PCs throughout your organization, where they're actually located, and what changes have been made to them.

Save your support agents a great deal of time with IT asset management automation to help them quickly access accurate, comprehensive configuration data about your users' systems. FootPrints Asset Management gives you a powerful network inventory-tracking tool that helps you quickly and easily:

- Automate comprehensive IT asset discovery and tracking
- Discover and access comprehensive data on the hardware and software located on users' PCs and other network assets throughout your organization, along with their location, and a history of changes
- Perform automatic inventories of PCs, servers, routers, switches, and printers
- Maintain software license compliance by automatically creating a dynamic audit of all software applications across the enterprise
- Customize fields to record store asset tag, warranty information, and more
- Set up auto-alerts and notifications to be instantly informed of changes to IT assets on the network
- Get metrics on current and historical asset information, broken down by hardware type, operating system, software manufacturer, and more
- Calculate cost of upgrades and rollouts with real-time asset data using the Costing Wizard



Automated IT asset discovery and tracking

FootPrints Asset Management, an add-on module to your FootPrints® web-based service desk software, delivers fast, valuable information to aid help desks and support centers. This powerful solution eliminates the effort it takes to collect the complete configuration, ensuring data accuracy, decreasing support costs, and creating stronger customer satisfaction. The more information you have about what's happening on your user's desktop, the more efficiently you can resolve the user's problem. With FootPrints Asset Management, you can quickly and easily record assets, link them to issues, and run related management reports.

When a user calls in with a problem, the FootPrints help desk agent doesn't have to rely on the user to describe the PC and software. The PC configuration, including platform, hardware and software information, can be automatically included in the ticket. Agents can see which IT assets are related to specific incidents or certain types of incidents. You can dynamically access information on hardware changes and run searches and reports on IT assets as well. With fast and complete information about the users and PCs, agents can speed up problem resolution and increase the support team's issue handling capacity.

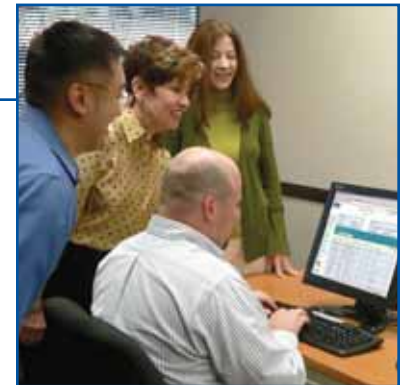


See the FootPrints Asset Management Difference

Register for a guided walkthrough, download an evaluation copy*, or attend our next webinar. Call us at 800.222.0550 or 732.287.2100, visit our web site at unipress.com, or email us at info@unipress.com. You'll see how easy FootPrints Asset Management is to use, install, set up, customize, and maintain. *Note: In order to evaluate FootPrints Asset Management, a demo or production version of a FootPrints system must be installed at your site.

FootPrints Asset Management – a powerful tool to gain control of IT assets throughout your organization

- **Perform automatic inventories** of PCs, servers, routers, switches, and printers throughout your organization – whether you need an individual or an organization-wide inventory
- **Identify the physical location** of your organization’s IT assets
- **Remotely manage machines** throughout your organization
- **Comply with software license requirements**
- **Identify all configuration changes** made to a PC for any given period of time
- **Dynamically recognize and report** on hardware changes and determine if you have the appropriate hardware configuration to support new software upgrades
- **Send automated email alerts for all changes** to hardware, software, and location
- **Share the data with other applications**
- **Run advanced searches and reports** on IT assets throughout your organization



“We saw how FootPrints could automate our largely manual support operation. FootPrints Asset Management offered the same benefits for our asset tracking process. Because it was fully integrated with FootPrints, it made sense to do it all in one shot...FootPrints and FootPrints Asset Management have simplified our support process, making it fast and easy for everyone involved.”

– **Brian Prell, Network Supervisor, Information Services, University of Nebraska Medical Center**

Expand your FootPrints service desk

Using FootPrints Asset Management

FootPrints Asset Management deploys rapidly across your network and it identifies the location of your network assets without disrupting your users' day-to-day work activities. An easy-to-use web interface means that users can take advantage of the IT asset information gathered in the repository from anywhere in the organization. Simply launch the browser and you're there.

Automatic, updated inventories of the PCs can be scheduled for specific times or on demand. The results are stored in a central repository on a server to facilitate queries and report generation. After the initial inventory, FootPrints Asset Management maintains an audit history of all changes that occur to the PCs – alerting you if something is added or removed.

How FootPrints and FootPrints Asset Management work together

From the main FootPrints toolbar, you can get full access to the FootPrints Asset Management web interface to search assets, list all assets, and grab displayed asset information to pull into tickets. Search, sort, edit, and report on IT asset data in FootPrints tickets:

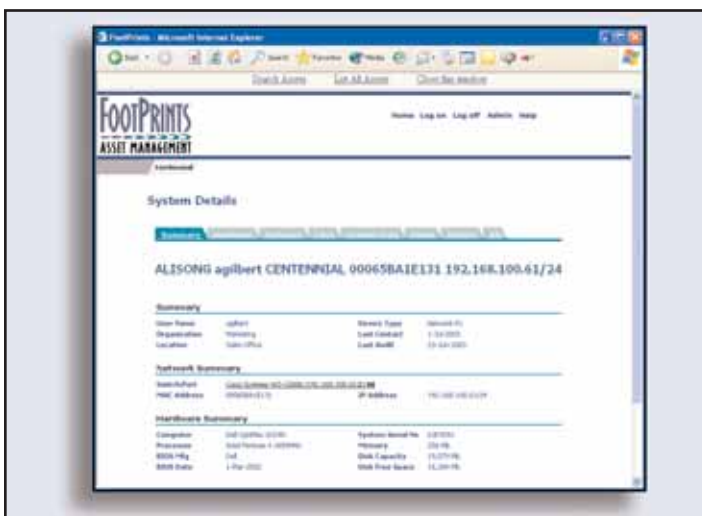
- **A customer's IT asset information can be automatically populated** into a ticket submitted via phone, email, or web self-service.
- **IT asset searches can be performed on a range of criteria**, including generic asset types or looking up an individual's record based on a specific user asset.
- **Searches, sorts, and reports** can be done on the assets that have been associated with issues or problems. Searches can be done on a variety of fields, including specific software or hardware, etc. For example, you can search on all problems associated with a specific hardware device or for a specific software package.

Simple, flexible, and rapid deployment

Install FootPrints Asset Management on a server, and the client agents can be deployed to all or some of your PCs and servers via network services and Microsoft® Active Directory® in minutes. Other deployment options include login scripts, email, electronic distribution tools (such as Microsoft SMS), or manually from a disk. Initial audit information is returned to the database within 20 minutes for all deployed clients.

Mobile users who only dial-in to send/receive email can also be discovered. Stand-alone PCs can be audited using a floppy disk and the inventory can be imported into the repository. Your network performance will not be affected, as inventory data is negligible in size.

FootPrints Asset Management works with Microsoft Active Directory, enabling administrators to mirror their user groups and organizational units. This makes it easier to deploy agents using a common view of the network.



Quickly get complete information about the user's PCs to speed problem resolution and increase the support team's issue handling reporting.

Secure access to asset data

Track all new asset installations and changes

All installations, moves, additions and changes (IMAC) to the PC are tracked, maintaining a comprehensive audit trail. This allows you to retrieve key information about changes made to your entire IT infrastructure, such as new applications installed on a server last month, a CD-ROM drive removed from a client PC yesterday, or a new network printer added to the network. The history of every event is stored and this data can then be used by help desk personnel to expedite problem resolution and by network administrators to manage your IT and network assets more effectively.

FootPrints Asset Management enables dynamic recognition of hardware changes. Alerts can also be setup to notify you when specific changes occur to devices, such as when memory is removed from a PC or when new software is installed. This gives you more control over your valuable assets and the ability to respond quickly to changes. System alerts can be set to notify you when a new network device is installed or when a device is moved to another location.

Configurable security for a broad range of needs

FootPrints Asset Management provides configurable levels of access security. This can range from allowing complete anonymous access by any member of staff to control by country, department, or other organizational unit.

By securing the message transport, FootPrints Asset Management provides peace of mind with encryption and authentication capabilities based on the proven Blowfish algorithm.

- Control who has access to the repository data
- Control what level of access is granted
- Access the repository across the intranet, extranet, or Internet
- Provide anonymous access for anyone (guest account)
- Log in by department, country, user, or other organizational unit



“We no longer need to rely on guesswork from users to get an accurate picture of their exact desktop configuration – including operating system, RAM, programs and versions installed, and more. All information is centrally available via the Internet, so we can easily exchange information, track histories, and identify support trends and patterns on an ongoing basis.”

– **Shavone MacKay, Help Desk Administrator at Omniglow**

Supported FootPrints Platforms

FootPrints Asset Management installed on a Microsoft Windows platform works with a FootPrints server on Windows 2003/2000, UNIX®, or Linux®.

Server

Platform

Microsoft Windows 2003/2000

Web Server

IIS 4, 5, or 6 for the Web Edition

Database

MSDE included with installation or SQL 2000 Standard or Enterprise (optional)

Hardware

Minimum Pentium® 512 Mb RAM & 1 GB disk space

Client Agent

Microsoft Windows 95, 98, and Millennium Edition

HP-UX on PA-RISC (version 11 and above)

Microsoft Windows NT4, 2000, 2003, and XP

MAC® OSX 10.1, 10.2, and 10.3

Red Hat® Linux (Version 7 and above) on Intel® platform

SUSE Linux 8.0 and above on Intel

Sun® Solaris™ on SPARC (Sun OS version 5.6 and above)

IBM® AIX® 5.1 and 5.2

Requires at least one Windows 95/98/NT/2000 machine on each network segment.

Automatically deploy client agents, as well as updates and upgrades, from a central control center.

LANProbe Requirements

LANProbe operates over an IP network on Ethernet and Token Ring. Physical location is supported on Ethernet networks utilizing managed SNMP switches only.

Network Environments

Microsoft LanManager or NT/2000/2003/XP. Novell® Netware 3.11 or higher, or intraNetWare.

Supported Browsers

Microsoft Internet Explorer 3 or higher

Netscape® Navigator 3 or higher

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***Note: In order to evaluate FootPrints Asset Management, a demo or production version of a FootPrints system must be installed at your site.**

About UniPress

Headquartered in Edison, New Jersey since 1983, UniPress Software, Inc. is a developer of web-based service desk automation software for mid-market companies, departments within large enterprise organizations, and small businesses. FootPrints products are sold directly by UniPress in the US, and marketed by our distribution partners throughout the world in North America, Europe, Asia, Central America, South America, and Africa.



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