









Manage PCs at any time, from any location

Organizations require the ability to efficiently and effectively conduct business at anytime without disruption. Employees depend on their PC's to be productive throughout the day. Any disruption to IT service results in lost productivity and lost money. This means the IT infrastructure, particularly end users' PC's must be fully operational at all times and if a disruption occurs, it must be repaired immediately.

Product features

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Remote Support: Remotely view and control users' PCs and quickly resolve desktop issues from afar
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Security: Ensure privacy during all remote sessions with encrypted communications, authenticated sessions and user confirmations prior to network connection
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Integration: Enable helpdesk technicians to quickly resolve end-user problems from a single, centralized helpdesk console
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Consolidated Control: Consolidates many common device actions such as reboot, execute programs, chat, transfer files, wake-up, shutdown, remote control, file system, registry, services
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End User Training: End users can watch the actions a technician is performing on their PC
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Audit Trail: Maintain central audit file of remote control sessions and end user acknowledgements.

As a result of this demand, the IT department is faced with much more stringent SLAs which pose unique pressures and obstacles. Desktop troubleshooting must be handled as quickly as possible with confidence and security.

The freedom to simply...manage PCs anytime, anywhere

Consider the average working day. Multiple employees around your organization with a variety of PC problems. With computers and assets scattered in different buildings or on different floors, traveling from PC to PC to fix networks or manage routine desktop issues is not feasible. Yet, the helpdesk technician is still expected to provide immediate network access and problem resolution, and must have the ability to routinely troubleshoot, diagnose desktop issues and maintain these assets throughout their lifecycle.

Working with a more IT dependent workforce has changed how IT organizations normally function. Helpdesk technicians are now expected to become more flexible, better at anticipating needs and learn to accommodate the work force. With the Track-It! Remote solution, businesses can optimize their IT infrastructure to continue to deliver service that meets and exceeds the expectations of their business-users.

The freedom to simply...maintain employee productivity

Track-It! Remote provides helpdesk technicians with the means to provide consistent desktop support in a simplified way. This solution enables quick response in today's fast paced workplace, with the ability to resolve a user's computer problem from a remote location.

No longer are IT departments limited by the physical constraints of hardware. They are given predictable anytime, anywhere access to IT resources, thereby increasing productivity for IT departments and employees. With decreased system downtime and rapid request-driven provisioning, employees are up and running faster and maintain a higher level of productivity.

By allowing helpdesk technicians to remotely view and control users' computers, Track-It! Remote allows administrators to detect, diagnose and resolve PC issues and reduce expenses and increase productivity with a centrally managed system. For instance, administrators can easily see what the user sees after remoting into their machine, and even follow the user's actions without sitting in front of the same computer. Once connected, the solution provides bi-directional file transfer functionality and even clipboard management.



Track-It! family

Ti HelpDesk

Ti Inventory

Ti Remote

Ti Barcode

Ti Change

Ti PC Migrate

The freedom to simply...choose

Track-It! Remote is one part of a fully integrated family of Track-It! solutions. Each Track-It! product or capability automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, the Track-It! family of products provides a single, unified solution to simplify a diverse set of complex IT management needs.

Imagine...having the choice to:

- ❖ Decide which products are relevant to your business and when;
- ❖ Manage all of your IT assets from one console;
- ❖ Implement quickly
- ❖ Deliver rapid return on investment
- ❖ Reduce the burden of general IT management so you can focus on more strategic activities

For more information on the minimum requirements necessary to use Track-It! Remote please refer to our Technical Specifications document available online.

Who are we?

Numara Software is a leading provider of integrated IT management solutions for Desktop Management, PC Lifecycle Management, Security & Compliance, Help Desk and Service Desk. Designed to optimize IT management, Numara FootPrints and Numara Track-It! collectively support more than 50,000 customer sites and nearly 20 million IT assets worldwide.



freedom
to simply **choose**
the right solution for you