

Track-IT! in brief

Why Track-It!?

- ✓ With over 50,000 customers Track-IT is one of the most widely installed IT Helpdesks in the world
- ✓ It is used by organisations from the very small right through to large enterprises.
- ✓ It has over 20 years of development history and has won multiple awards in this time.
- ✓ Delivers a comprehensive set of helpdesk and associated product functionality that is perfect for those organisations who don't have complex and costly multiple process/organisational requirements, but instead want a straight forward solution that delivers all the main process functionality in a way that is easy to configure, easy to use and at a price that is readily affordable.
- ✓ Part of the BMC product portfolio, the worlds No 1 IT Service Management software company and the world's 20th largest software company.
- ✓ Track-IT's stable companions, Footprints and Remedy provide solutions for those with more complex and sophisticated requirements. Both are leaders in their respective market areas.
- ✓ In a market where there are many products and many that come and go Track-IT! continues to stand the test of time and offers a solution which customers can have long term confidence in.

Track-It! Provides:

- ✓ Help Desk – Incident / Problem/ Service Request
- ✓ Change Management
- ✓ SLA Monitoring
- ✓ Knowledge Base.
- ✓ Loan Pool Booking and Management
- ✓ Training Management
- ✓ Asset and Inventory Management (incl license management)
- ✓ Customer Self Service Portal (Includes password reset).
- ✓ Web Portal for Technicians
- ✓ Mobile Web for Technicians – browser based PDA functionality.
- ✓ Reports – over 100 out of the box reports and Crystal Reports license.

Track-It! On-Line Demo:

[On-Line Track-It! demo](#)

Costs:

○ 1 user starter pack incl. 50 Self Service and 50 Inventory	£675.00
○ Named Technician Licenses	£340.00
○ Concurrent Technician Licenses	£745.00
○ 50 Pack Self Service Licenses	£140.00
○ 50 Pack Inventory Licenses	£240.00

- A ratio of one concurrent technician license between two technicians will normally suffice.
- All prices include first years support and maintenance.

Available Add On's:

➤ Remote Control	£275 (50 node pack)	More here
➤ Barcode Module	£900	More here
➤ Web Survey module	£1015	More here
➤ PC Migrate	£310 (50 node pack)	More here

Support & Maintenance:

Costs 14% p.a. and is optional after 1st year. Provides :-

- Phone Support (Monday-Friday) based in the UK.
- Includes all maintenance releases, upgrades and new versions – 1 new version per year.
- Access to the Track-It! Community, who's doing what and how.

Software upgrades for new versions are available for Customers who are not on maintenance.

Services and Training:

Professional Services including; Training, Bespoke Consultancy, Configuration, Report Writing and much more is available at £1245 per day, £622.50 per ½ day all expenses included. Standard offerings include:-

- 2 day Quickstart – Expert assistance with installation, configuration and administrator training
- ½ day Health Check/Assessment – Expert assistance in getting the most from your software.
- ½ day Technician training

- **A comprehensive on-line training course is currently included free with a starter pack.**

Documentation on requirements, installation and use of Track-IT!

[Click here for documentation for Track-IT!](#) Including system requirements, installation and user manuals.

Further information (including trial download and try it over the web):

<http://www.numarasoftware.co.uk/track-it/>