










Automate your incident resolution process

Unresolved incidents and recurring problems are often major points of frustration for any business. They're also easy for IT departments to recognize, are often quick to fix and improvements are fairly simple to measure, allowing the IT department to produce fast and tangible results.

FootPrints Incident Manager Product features

-  **Configurable fields:** Collect all of the data that is important to your organization with flexible field configuration
-  **Automatic priority assignment:** Stabilize day-to-day operations to meet or exceed SLAs with the automated calculation of priorities based on impact and urgency factors
-  **Incident lifecycle tracking:** Configure a field to track the lifecycle of incidents, including detection, response, resolution and closure with automated date/time stamps
-  **Automatic recording of commonly occurring incidents using templates:** Reduce the amount of time required to create incidents by utilizing quick issue templates with predefined data for high-volume incident types
-  **Automatic incident assignments to individuals or groups:** Reduce human error and save time by automating incident assignments
-  **Quick updates:** Update incidents quickly and efficiently with one click access from the homepage
-  **Historical audit trails:** Detect and monitor critical data changes to ensure data integrity for reliable auditing of records and to maintain compliance






Numara® FootPrints® Incident Manager

IT infrastructure failures or errors are inevitable, and restoring normal service operations as quickly as possible is essential to minimize the impact on your business. Automating response and resolution efforts by implementing a defined incident management plan will ensure optimal levels of service quality and availability are maintained.

The freedom to simply...improve resolution rates

The goal of FootPrints Incident Manager is to restore normal service as quickly as possible and to minimize the impact on business operations; ensuring optimal levels of service quality and availability are maintained. Many organizations are trying to manage incidents manually or with an automation tool that they have outgrown.

FootPrints Incident Manager benefits

-  Reduce the impact on the business with more accurate tracking and faster resolution
-  Track performance with service level agreement measurements (SLAs)
-  Eliminate lost incident information
-  Improve customer satisfaction with timely response and resolution
-  Save time by reusing previous incident information.

Numara FootPrints Problem Manager

Recurring incidents due to an error within the IT infrastructure can be avoided with proactive problem management. Proper incident tracking and linking will allow you to identify, fix and prevent the root cause, and keep technical support and customers informed through documentation and notifications.

The freedom to simply...fix the root cause

FootPrints Problem Manager aims to resolve the unknown root cause of incidents, preventing their recurrence and minimizing their impact on the business. There are two different sides to FootPrints Problem Manager: reactive and proactive. Reactive problem management identifies the root cause of past incidents and proposes improvements and resolutions. Proactive problem management prevents incidents from occurring or reoccurring by identifying weaknesses or errors in the infrastructure and proposing applicable resolutions.



FootPrints Problem Manager

Product features

- Global problems:** Create and maintain linked relationships between incidents and associated problems or known errors

- Multiple workspaces:** Store incident and problem information in distinct workspaces for identification and security

- Automatic priority assignment:** Meet or exceed SLAs with automated calculation of priorities based on impact and urgency factors

FootPrints Problem Manager benefits

- Increase customer satisfaction by minimizing the impact of incidents, eliminating unnecessary or unplanned downtime and improving communication

- Reduce incident volume by implementing permanent fixes that decrease the likelihood of repeat incidents

- Increase first-call resolutions by quickly associating the incident to a known problem and the appropriate resolution

- Improve organizational knowledge by providing the status of known issues and knowledge base solutions to ease troubleshooting.

The freedom to simply...choose

FootPrints Incident & Problem Manager is part of a fully integrated line of IT operations management solutions. Each product 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, this family of technologies provides a single, unified solution to simplify a diverse set of complex client lifecycle and service management needs.

Imagine...having the choice to:

- Decide which components or products are relevant to your business

- Manage various platforms from one console

- Invest in one point product, a solution set of multiple products, or the entire suite

- Buy what you need and not what the vendor dictates

For more information on the minimum requirements necessary to use FootPrints Incident & Problem Manager, please refer to our Technical Specifications document available online.

FootPrints family

Incident&ProblemManager

- ChangeManager
- ConfigurationManager
- ServiceCatalogManager
- InventoryManager
- RemoteManager
- DeploymentManager
- PatchManager
- DeviceManager
- VulnerabilityManager
- ComplianceManager
- PowerManager
- MigrationManager

Who are we?

Numara® Software Inc. 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