

Key Factors to Consider when Comparing Both of These Proven, Market Leading Solutions:

- the level of maturity and complexity of your IT processes
- the need to fit a distributed environment
- the depth of workflow requirements
- a solution that can be used across multiple departments

Which Service Desk Management Product is Right for Me?

Our flagship solutions, Numara® Track-It!® and Numara® FootPrints®, are designed to help corporations with a wide variety of business requirements in different environments who need solutions to help them optimize productivity, reduce costs, and improve their support operation. Numara® Software is deeply focused on the customer experience and delivering the best value to its customers.

	Business Requirements	Numara Track-It!	Numara FootPrints
Business	Support and IT Needs	Core Internal Help Desk and Asset Inventory	Comprehensive Service Management
	ITIL® Support	Incident and Problem Management Workflow	Supports numerous ITIL V2 service support and ITIL V3 service lifecycle processes. Verified as ITIL compatible by the Pink Elephant® PinkVERIFY™ Program
	Asset Management and Configuration Management	Integrated inventory, asset discovery and audit of Windows® PCs and Macs®. No configuration management database (CMDB).	Integrated, automated asset discovery and audit of Windows PCs, Macs, UNIX® and Linux®, WAN support and integrated configuration management database (CMDB)
	Change Management	Support for industry best practices with integrated approval workflow	Extensive change and multi-stage approval automation with full audit trails
	Compliance	Limited	Compliance tracking and full audit trails for Sarbanes-Oxley, IT Governance, SAS70, HIPAA and FDA
	Customization	Customizable fields, modular Outlook®-style look & feel	Completely customizable fields, forms, templates, workflow, roles, look & feel
	Scalability	Designed for small to mid-sized environments	Highly scalable for mid-to-large sized environments and large ticket volumes
	Integrations	Corporate directories and e-mail systems	Corporate directories, e-mail, calendar, CRM, SQL®-based databases and other applications via web services

	Features	Numara Track-It!	Numara FootPrints
Features	Workflow Automation	Pre-defined rules for incident management and work orders	Advanced and highly customizable rules-based workflow and escalation engine for multiple business processes
	E-mail Management	Pre-defined notifications, automatic incident creation and technician assignment from e-mail	Extensive two-way e-mail management, including full conversation management, customizable templates and notifications and auto-incident creation
	Calendaring and Scheduling	N/A	Supports project and personal calendars, agent availability, round robin agent assignment and recurring maintenance tasks
	Self Service Online	Pre-defined web self service, password reset and categorized work orders	Highly customizable customer eservice web portal. Customers can submit and track their own tickets.

Track-It! & FootPrints

	Features	Numara Track-It!	Numara FootPrints
Features	Knowledge Management	Flexible knowledge management to create public and private knowledge bases for technicians and end users. Ability to link to integrate external, local and web based knowledge bases.	Flexible knowledge management to create public and private knowledge bases for agents and customers, including a knowledge base taxonomy
	Service Catalog	N/A	Integrated, highly customizable service catalog for end-to-end service management
	PDA Mobility and Synchronization	Tasks for Microsoft® Outlook and Outlook Express®	Dynamic access to the service desk from anywhere using the web browser on agents' Microsoft® Windows Mobile®, RIM® Blackberry®, and Apple® iPhone® devices. Tasks, appointments, and contact data can be automatically synchronized.
	Languages	English, Spanish, French, German, Portuguese	English, Spanish, French, German, Portuguese, Chinese*, Japanese*
	Reporting	Crystal Reports® XI, pre-defined and custom reports	Extensive, highly customizable reporting (built-in and custom), including graphical dashboards and metrics reports

	Technical Requirements	Numara Track-It!	Numara FootPrints
Architecture	Server Platform	Microsoft® Windows®	Microsoft Windows, Linux®, Sun™ Sparc 2.5 and above, IBM® AIX®, HP® UX
	Client Platform	Microsoft Windows	Web-based – PC, Mac®, Linux, UNIX®
	Browser	Microsoft Internet Explorer®, Mozilla® Firefox®, Safari™	Microsoft Internet Explorer, Netscape®, Mozilla Firefox, Safari
	Hosting	N/A	Available
	WAN Support	Smart Client™ with WAN support for the Technician Client	100% web-based with extensive WAN support

Contact your Numara Software Sales Representative at 1-800-557-6970 to further discuss aligning your needs and choosing the right product for your organization.

Note: Many of our customers exceed these typical ranges drastically. These ranges are for initial evaluation purposes only.

* Only available in Asia