



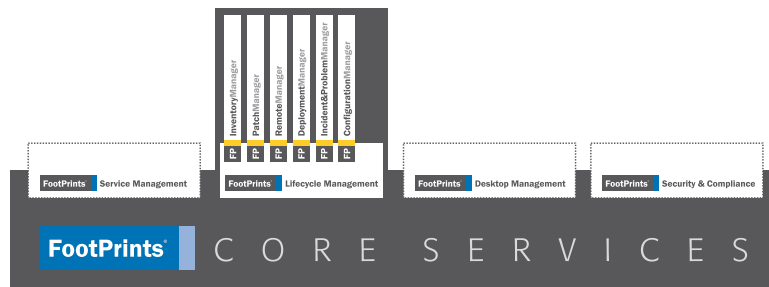
Solution features

- Multi-OS support:** Support discovery of network devices for Windows®, MacOS®, Linux® and VMware® workstations, servers, laptops, mobile machines and network devices such as printers and scanners
- One-agent:** Manage desktops and servers with a single client agent for all functions and avoid affecting network performance
- Service anywhere:** Provides remote access to a machine through a secure tunnel without the use of a VPN in order to perform various PC lifecycle management tasks such as inventory, patch management and software distribution
- Patch all:** Assess, schedule, deploy and report on patches across complex networks ensuring that your systems are secure
- Remote control:** Remotely manage routine desktop management tasks. This allows administrators to detect, diagnose and resolve PC issues without leaving their desk
- OS deployment:** Take control of your Windows® operating system deployment with a solution that helps you plan, track, deploy and report on the entire project from end to end
- Software distribution:** Deploy applications in a disparate environment without affecting productivity.



FootPrints Lifecycle Management

Numara FootPrints Lifecycle Manager is a part of the FootPrints family of IT Management products and solutions which streamline, automate and improve IT operations. It has been designed to leverage your legacy IT management solutions and enables IT to optimize the management of PCs, mobile devices, software and IT infrastructure by simplifying and automating the entire ownership experience. Our solutions uniquely integrate the processes that manage IT, not just the data generated by those processes.



Take control of your IT costs

PC lifecycle management challenges are more than a technology issue; they are an overall business process issue. Investing in your network doesn't just mean the initial purchase of a PC; there are ongoing costs that include purchasing upgrades and applications and training personnel. With 80 percent of the total cost of PC ownership occurring after the initial purchase, IT departments are under pressure to gain control of this expensive issue.

Our solution...

FootPrints Lifecycle Management solution provides you with a clear perspective of the lifecycle of your PC estate including the hardware and software you own and are using, and it allows you to reimagine a machine with Windows 7®, deploying new applications and their associated patches directly from your desk on one unified console. That's simpler PC lifecycle management.

The freedom to simply...discover assets

Organizations need a way to easily identify and understand their entire IT asset portfolio at all stages of the PC lifecycle. Manually tracking these assets results in wasted time, redundant purchases, increased support costs and increased risk of being non-compliant. FootPrints Inventory Manager automates complex asset tracking and provides accurate, up-to-date and complete asset intelligence to large and small organizations.

Key features:

- Comprehensive inventory:** Maintain control with a robust inventory of hardware/software assets, security settings and other network devices with multi-OS support for Windows®, MacOS® and Linux® across the entire organization
- Software metering:** Ensure installed licenses are being used effectively to suit the business requirements and redistribute underutilized licenses
- Software license management:** Track purchased versus installed licenses in real time and present compliance levels in straightforward reports.

The freedom to simply...deploy new Windows® OS

Deploying a new Windows® operating system needs an upfront plan to be successful. Even though you think you are ready to take advantage of everything your new operating system has to offer, there are a number of factors you need to consider. First, you must ensure that no hardware or software compatibility issues exist. Second, you need to employ a solution that lets you upgrade systems with minimal impact on your users and network. Third, you have to plan and budget resource usage, including increased staff time and associated costs.

FootPrints Deployment Manager helps you take control of your operating system deployments by equipping you with the necessary solutions and processes to plan, track, deploy and report on the project from end to end.

Key features:

- ❖ **Device groups:** Identify which systems are compliant with the new operating system and which are not by placing them into groups based on certain specifications
- ❖ **Touch-free provision:** Reduce the manual processes associated with provisioning or repurposing machines
- ❖ **Wake-on-LAN:** Successfully update workstations outside of business hours and then close down once the update is complete
- ❖ **Remote install:** Remotely install Windows® operating systems, including formatting and partitioning of hard drives
- ❖ **Migration reporting:** Analyze key metrics, review deployment history and demonstrate ROI with detailed reporting.

The freedom to simply...deploy applications without manual intervention

Ensuring that new versions of software applications are distributed to the appropriate users can be a difficult and time-consuming task. First, you need to discover which software applications your users possess. Second, you need to find an automated way to deploy software packages in heterogeneous and distributed environments without manually touching each PC. Third, you need the ability to deploy software packages with minimal impact to your users and to your network.

FootPrints Deployment Manager allows you to take inventory of which software goes with which user or group, plan for distribution to the correct users and then deploy the software in a disparate environment without affecting productivity.

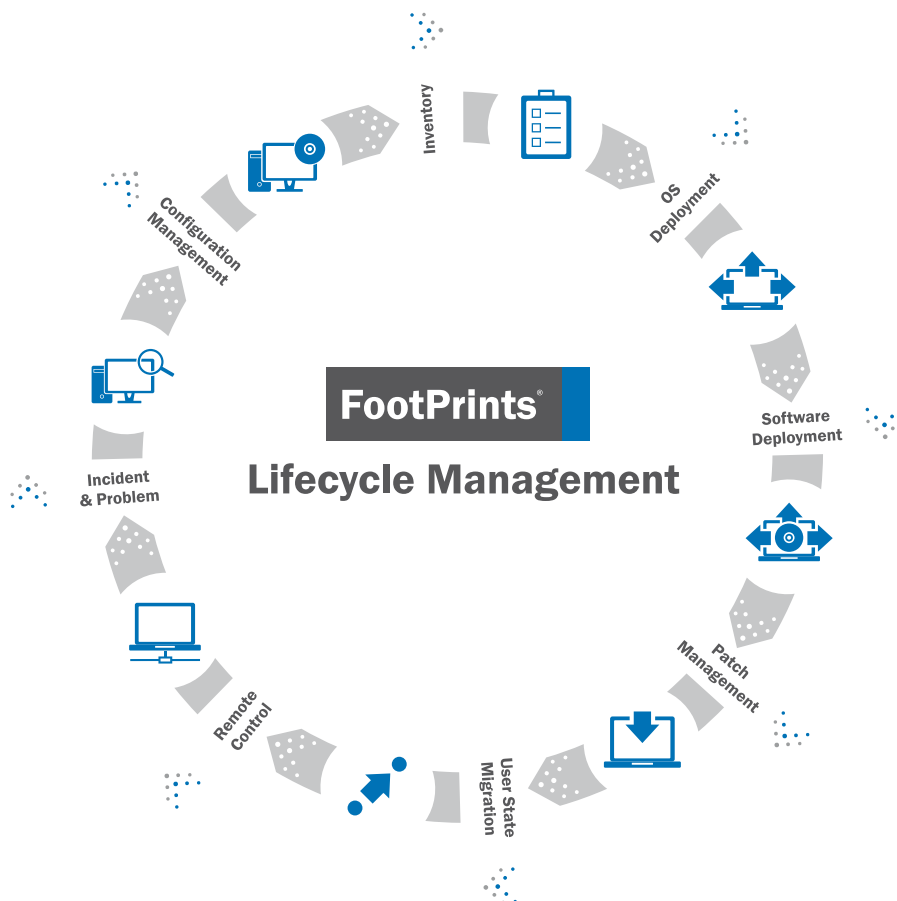
Key features:

- ❖ **Multi-platform support:** Supports Microsoft®, Linux®, MAC® snapshot and custom software package distribution
- ❖ **Application kiosk:** Allow users to access a self-service portal so they are able to install approved applications without contacting IT
- ❖ **Wake-on-LAN:** Distribute software automatically outside of business hours by waking PCs, distributing the software package and then closing machines down once the updates are complete
- ❖ **Report now:** Provide detailed reports displaying which users received applications and when they were distributed.

The freedom to simply...deliver critical fixes

Keeping up with the constant flood of security threats to your operating systems and software applications can be a full-time job. Leaving the security of your network up to the IT staff's ability to identify missing patches and deliver critical fixes across the entire organization is a time-consuming risk. Automated patch management is essential for organizations looking to safeguard their network from attacks and security breaches.

FootPrints Patch Manager allows you to assess, schedule, deploy and report on patches across complex networks, ensuring that your systems are secure, and the integrity of your business is never compromised.



Key features:

- ❖ **One solution:** Manage, update and download all of your patch updates for Microsoft® operating systems, Microsoft® applications, and selected third party applications, such as Adobe, iTunes® and Mozilla Firefox®, installed across your network
- ❖ **View missing patches:** View a list of all the missing patches per device along with their severity level
- ❖ **Status tracker:** Monitor the patching process in real time and receive detailed information regarding any errors or anomalies so you can take immediate corrective measures
- ❖ **Wake-on-LAN:** Automatically distribute patches and other related maintenance tasks outside of business hours by waking PCs, deploying the patch and then closing machines down once the updates are complete.

The freedom to simply...diagnose from afar

Travelling from PC to PC fixing network and routine desktop issues is time-consuming for the individual desktop administrator and it can prevent end-users from doing their job. The ability to troubleshoot and diagnose desktop issues without physically visiting each workstation is crucial for optimizing IT resources and keeping end-users happy and productive.

FootPrints Remote Manager extends the reach of IT support by quickly, securely and accurately assessing and fixing end-users' desktop issues by tracking asset inventory, rolling out new operating systems and deploying software and patches without physically leaving your desk.

Key features:

- ❖ **Secure, remote support:** Securely manage users' PCs from afar with authenticated sessions and encrypted communications and maintain a central audit file of all remote control sessions in the event of an investigation
- ❖ **Direct access:** Allows administrators to have access to the Windows Registry Editor®, Windows Service Manager®, Windows Task Manager® and Windows Event Manager®, as well as file system on Windows, MacOS®, Linux® and UNIX® operating systems for adjustments or troubleshooting after hours.

The freedom to simply...find and fix the root cause

Servicing a troubled machine or ensuring that you are delivering top-notch service to your end users; these are all important aspects of lifecycle management. Unresolved incidents and recurring problems are often major points of frustration for any IT department. IT needs a way to easily link the asset information when dealing with service requests without being in multiple systems or using various interfaces.

FootPrints Incident & Problem Manager allows you to find and fix IT problems, and discover the root cause of incidents to prevent future occurrences. Eliminating the chance for manual errors or delays in fixing PC issues, FootPrints Incident & Problem Manager is the key to successful PC lifecycle management.

Key features:

- ❖ **Incident lifecycle tracking:** Configure a field to track the lifecycle of incidents, including detection, response, resolution and closure with automated date/time stamps
- ❖ **Quick updates:** Update incidents quickly and efficiently with one-click access from the homepage
- ❖ **Automate Assignments:** Reduce human error and save time by automating incident assignments based on pre-defined parameters.



The freedom to simply...make more informed decisions

An important aspect of managing the lifecycle of machines is also getting a better understanding of the value of those IT assets. Establishing a single source to manage not only the IT asset information and associated attributes and relationships, but also the financial aspects of those assets is a vital component to the overall lifecycle of every machine. For many organizations, the dilemma of linking financial asset information with an asset can be accomplished by implementing a CMDB.

FootPrints Configuration Manager allows administrators to increase their visibility across the organization with a centralized view of all configuration items pertaining to a particular asset, including the associated financial data. The CMDB will also give you the ability to dynamically analyze and navigate CI relationships to maintain maximum availability of systems, applications and services. Ultimately, it ensures IT is in control of its assets, and that up-to-date and verified information on the status of the assets and IT infrastructure is available to other asset management processes. With all of this information tracked at an appropriate level of detail, teams will be able to make more informed decisions.

Key features:

- ❖ **Flexible field configuration:** Leverage pre-defined and user-definable attribute and financial information fields
- ❖ **CI lifecycle tracking:** Track lifecycle statuses, including designed, ordered, under development, in test, implemented, in production, in repair/maintenance and more
- ❖ **PCLM Integration:** Integrate Configuration Management with Incident Management, Problem Management and PC Lifecycle Management for a comprehensive picture of your IT environment.

FootPrints Lifecycle Management products:



FP InventoryManager

Automate complex inventory tracking and receive accurate, current and complete asset intelligence to help guide investment decisions, reduce manual processes and maintain compliance.



FP PatchManager

Centrally assess, manage, deploy and report on patches across diverse IT environments ensuring that your systems are secure and the integrity of your business is never compromised.



FP RemoteManager

Securely manage routine desktop management tasks as administrators are able to detect, diagnose and resolve PC issues without leaving their desk.



FP DeploymentManager

Quickly and reliably install or remove software applications, application upgrades, system and security configurations, and Windows operating systems from a central console without disruption to the end-user.



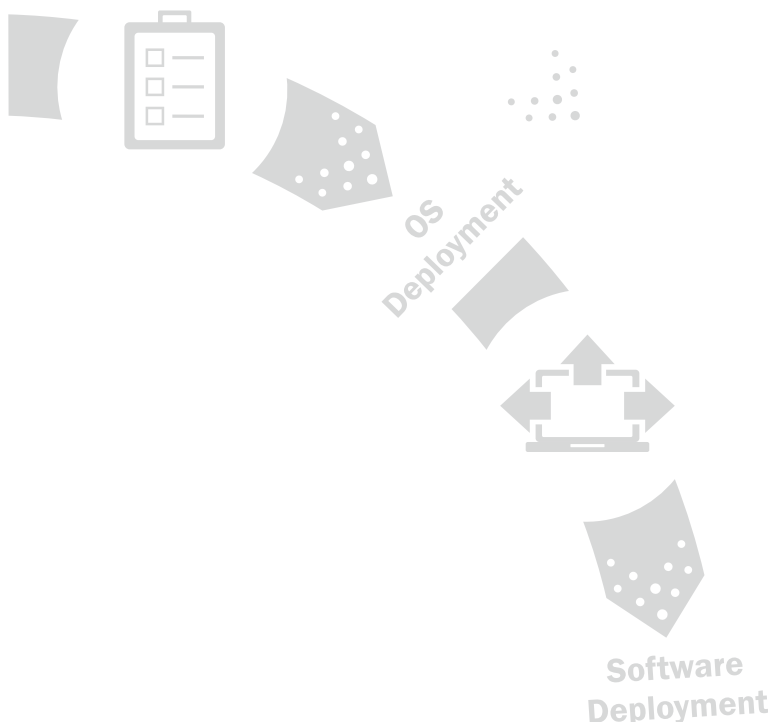
FP Incident&ProblemManager

Automate response and resolution efforts by implementing a defined plan for restoring normal service operations as quickly as possible to minimize the impact on your business. Avoid recurring incidents, minimize impact and eliminate unplanned downtime with proactive problem management.

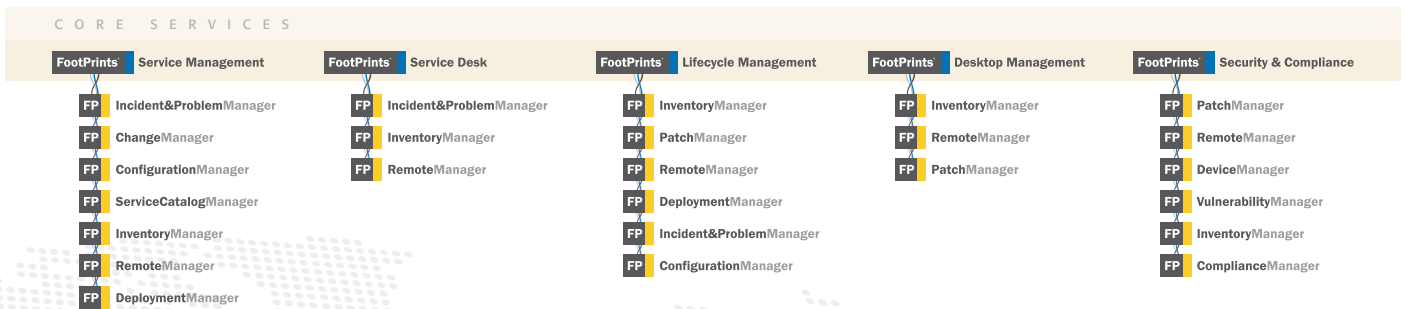


FP ConfigurationManager

Maximize efficiencies, bridge IT and business silos, ensure configuration compliance and speed up problem solving.



Numara FootPrints Solutions:



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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.

