



## **Asset Management Natively Built-In to Serve Your Desk Best**

SysAid's fully built-in asset management solution helps you view, secure, and manage your assets directly from within your service desk. Having all the asset data within each ticket eliminates the complexities of ticket management, driving quicker ticket resolution.

Unlike other ITSM vendors, SysAid utilizes a single agent – based on endpoint technology – that is effortlessly deployed on your assets, making it possible to perform monitoring, remote control, patch management, and software license management.

In addition, since asset management is natively built in to the SysAid Service Desk, all your assets automatically include a comprehensive record of all activities, monitoring events, and changes to hardware and software. This information, available at your fingertips, helps you identify the root cause of each incident.

### Common asset management challenges

Often, IT teams struggle with the lack of integration between the service desk & asset management teams. This forces team members who cannot clearly view work or ticket history associated with an asset to:

- 1 Manually search for desired assets from inside the ticket
- 2 Miss out on downtime alerts on high-value assets, leading to lost revenues
- 3 Spend more time on ticket resolution, and less time on other pressing IT tasks

SysAid's asset management solution provides your IT team with the capabilities it needs to drive ITAM efficiency, results, and revenues.



**Inventory management:** Easily discover network assets, and view a full picture of your hardware components and software products.



**Remote control:** Allow service desk agents to securely resolve end-user issues from anywhere.



**Software license management:** Seamlessly manage the location of license installations and automate reminders for license/support renewals.



**Network discovery:** Use built-in discovery capabilities to scan your network for your IT assets and their attributes, and automatically schedule updates to keep everything up-to-date.



**Patch management:** Deploy patches to multiple or individual computers according to customized policies and integrate with change management.



**Service desk integration:** Allow end users to open an incident by pressing a designated hotkey, automatically including a screenshot or video, as well as other relevant asset information in the incident.



**CMDB:** Track your CIs, import your data with a single click, and clearly view how network items interact with any other entity in the system.



**Proactive monitoring:** Easily track and obtain real-time, custom alerts and respond to events related to your network equipment, memory usage, CPU performance, and more.

1

Helps resolve issues quickly SysAid's Asset Management uses endpoint technology to leverage a single agent – giving you a 360-degree view and real-time feedback on your assets.

2

Reduces incident volume Proactively reduce unnecessary submission of new incidents by setting monitoring alerts that will create a ticket and resolve it, before the end user even knows there's an issue.

3

Eliminates the complexity of managing incidents and requests Fully integrated into the service desk, SysAid Asset Management provides you with all asset data directly inside your tickets, leading to faster resolution of issues.

4

Improves service desk operations Harness IT asset data to better understand your immediate IT environment as related to incidents and requests, for better decision making and resolution.

5

Improves compliance All asset management takes place from a single dashboard, simplifying your asset tracking and inventory processes.

6

Improves supplier and contract management Identify existing hardware and software, to negotiate better deals and procure performance driving tools.

7

Reduces IT spend Identify unused or underutilized assets and licenses, ensuring that your organization only pays for the hardware and software that it really needs.

## What customers are saying about SysAid Asset Management

