All-in-One Asset Management

SysAid integrates asset management right into your service desk, so you can see everything you need about your devices – from laptops to printers – within each ticket.

No more hunting down information, just **faster fixes** for your users.

You're troubleshooting a user's issue, and all the info you need about their device - like warranty, software versions, and past repairs - is right there at your fingertips within the ticket itself. No more switching between screens or digging through spreadsheets. SysAid's Asset Management integrates efficiently with your service desk, making IT asset management a breeze. This means faster resolutions for your users and less hassle for you!

Benefits of SysAid Asset Management

Comprehensive ITAM System: Provide service desk agents with instant access to end users' IT assets, location details, organizational position, and recent events, enabling quicker and more accurate issue referrals and resolutions.

Service desk integration: Automatically including relevant asset information such as screenshots or videos for swift issue resolution. Agents can also track the asset source of requests and incidents.

Single Agent Technology: SysAid stands out from other ITSM vendors by leveraging a single agent based on endpoint technology. This agent can be effortlessly deployed on your assets, enabling seamless functionality such as discovery, monitoring, remote control, patch management, and software management.

Agentless Network Discovery: You can use the WMI and SNMP protocols to perform an agentless network discovery that obtains a full hardware and software inventory for each discovered device. These discovery tasks are performed with the RDS, which can be installed remotely on any network segments that lie beyond firewalls. You can schedule recurring network discovery tasks to ensure that your picture of your network remains up-to-date.

ITAM in Problem Management: In Problem Management, precise IT Asset Management (ITAM) is essential. Without it, identifying the root cause of IT incidents can be like finding a needle in a haystack. However, with an integrated ITAM system, resolving issues becomes faster and more efficient. Asset data helps connect seemingly unrelated issues, allowing resources to be directed accurately, and saving time and effort.

ITAM in Change Management: Change management requires understanding the risks involved in making changes. For example, when updating a server, it's vital to know which services could be affected if the update goes awry. Without this knowledge, assessing organizational risks during changes becomes challenging. A comprehensive IT Asset Management (ITAM) system provides the necessary information about your assets, such as server details, connections, and software, enabling informed decision-making in change management.

SysAid Asset Management Key Features

Inventory management: Seamlessly discover network assets and gain a comprehensive view of hardware components and software products, facilitating effective lifecycle management.

Proactive monitoring: Receive real-time alerts and respond swiftly to network events, enhancing proactive maintenance and performance optimization.

CMDB: Easily track your Configuration Items (CIs), import data with a single click, and gain a clear view of network item interactions with other entities in the system. In SysAid, the Configuration Management Database (CMDB) and Asset Management are distinct entities, offering greater flexibility, granular control over IT resources, customization options, seamless integrations, and compliance with regulations.

Remote control: Allow service desk agents to securely resolve end-user issues from anywhere, boosting responsiveness and user satisfaction.

Software management: Efficiently manage installed software locations and automate renewal reminders for assets that agents have already installed, ensuring optimal software utilization and compliance.

Network discovery: Leverage built-in discovery capabilities to scan IT assets and attributes across the network, with automatic updates to maintain data accuracy.

Asset Warranty: The Asset Warranty integration allows agents to synchronize Asset Warranty data with existing asset information, simplifying management workflows. By establishing synchronization with Dell accounts, agents can easily track warranty details directly within SysAid.

Patch management: Deploy patches to multiple or individual computers* according to customized policies, integrating seamlessly with change management processes.

The Future of Asset Management

Step into the future of IT service management (ITSM) with Generative AI seamlessly integrated into every part, including asset management.

Unleash the power of AI to analyze your assets, providing valuable insights and actionable recommendations. Need info on a specific asset? It's there in a flash – helping you make lightning-fast decisions that keep things running smoothly.

Next Gen IT Service Management.

"Asset and ticket tracking within SysAid is providing important trending information and other systemic insights, helping the IT department plan for the future more effectively and within budget."

Cheryl Sobkow, Director of IT Support Services
University of Michigan, Ross School of Business

SysAid®

*Please note that this process requires a compatibility check and may not be effective on certain devices.

www.SysAid.com