



SapphireIMS 4.0 ITAM Suite Feature Specification

Overview

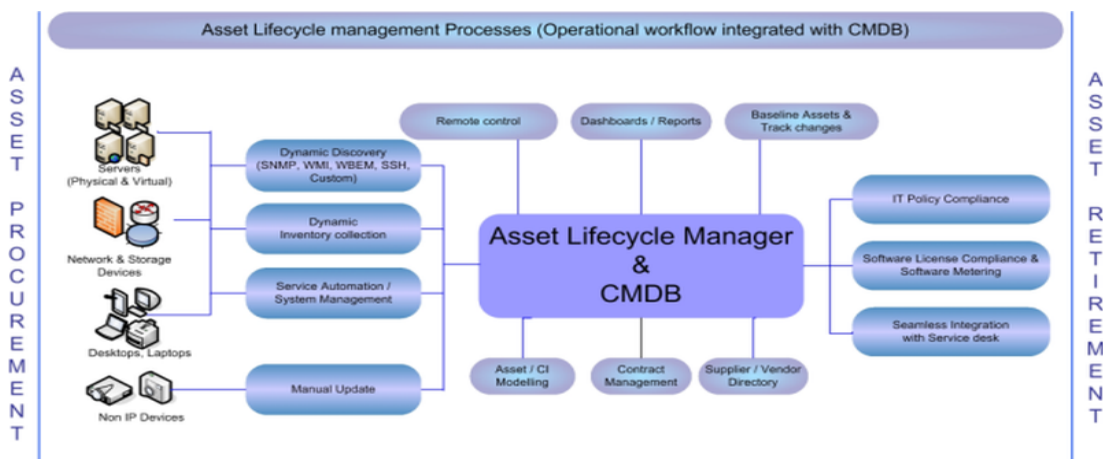
Organizations are realizing significant cost savings and improved planning capabilities through integration of the entire asset lifecycle. Strong IT asset lifecycle management practice is the key to the organizations ROI on IT assets. It helps the organization to have a realistic view of the IT asset allocation, utilization and thus providing critical data to make well-informed business decisions about the future procurements. SapphireIMS Asset Management is a comprehensive Asset Lifecycle Management Solution that enables you to manage IT and Non-IT Assets from Procurement to Retirement.

SapphireIMS Asset Management Solution is an all-in-one package of Configuration Management Database (CMDB), Agent and Agent-Less Inventory Management System and System Management (IT Automator) that make Asset Management very easy and effective with proven IT Asset Life Cycle Management Process and Technology Solutions to achieve greater savings and efficiency on investments.

Highlights

- Discover and manage Heterogeneous Assets using Standard Protocols
- Bulk import of Heterogeneous Assets into the CMDB through Excel
- Stay in control of all the inventory information including any changes to the base lined inventory
- Map assets with additional fields like an Inventory Tag, Warranty Period, AMC Period, Service Provider etc.
- Manage Assets: Control, Organize and Centralize with up-to-date the information and use the appropriate information to make critical and key business decisions. Track assets from Procurement to Retirement
- Get detailed inventory and asset reports in standard document formats
- Supports extended inventories like MS SQL and Oracle Database Inventory
- Virtual Machine Inventory for ESXi Server and Cluster and HyperV Server
- Integrate the ITAM process seamlessly with SapphireIMS Service Desk

SapphireIMS Asset Management Functional Blocks:



Asset Life Cycle Management

Provides One Solution for Five Stages of IT and non-IT Asset Management and enables you perform vital activities in each stage of an Asset.

Procurement

- Manage Purchase Requests through PO Creation and Service Desk Approval System
- Create Warranty Contracts and associate them with Assets

Deploy and Discover

- Deploy the Assets & change the State from In Stock to Allocated
- Discover the deployed Assets in the network and collect Hardware and Software Inventory
- Capture User, Project & Department details
- Add Asset Dependencies and Manage Relationships
- Perform Asset Reconciliation

Maintain

- Schedule Hardware & Software Audits and track the Inventory Changes
- Manage Software Licenses, License Compliance, and Software Compliance etc.
- Perform System Management & IT Task Automation
- Track Asset Depreciation and Total Cost of Ownership
- Create AMC Contracts and associate them with Assets

Support

- Maintain Asset Contracts and Vendor Information
- Manage AMC and Warranty Notifications through Email and SMS Alerts

Retirement and Disposal

- Change Asset State to Retired/Disposed
- Capture purpose for retiring an Asset

Integrated Bar Coding System

- Generate and Print Bar Code Tags for Assets
- Verify Assets through Bar Code Reader
- Customize Bar Code Attributes to support various Bar Code Printers

Purchase Order and Contract Management

- Design and Create Purchase Orders and integrate them with Service Desk
- Create AMC, Warranty and other Contract Documents
- Associate PO and Contract Documents with Assets and perform Relationship Management

Agent-Less Discovery

- Discovers IP Devices using Industry Standard protocols like WMI/SNMP/SSH/WBEM
- Support various types of IP Devices and Operating Systems (Windows / Linux / AIX / Unix etc.)
- Auto Device Type Categorization
- Configurable Discovery Interval
- Hardware and Software Data Collection
- Application Discovery and Dependency Mapping (ADDM) to discover the Business Critical Applications, map the dependency between the discovered Applications and display the dependencies in a Map View

Agent-Based Discovery

- Intelligent and Light Weight Agent
- Remote Mass Agent Deployment
- Master Agent to reduce Bandwidth Utilization
- Support for Windows and Linux OS
- Auto Device Type Categorization
- Configurable Discovery Interval
- Hardware and Software Data Collection
- Application Discovery and Dependency Mapping (ADDM) to discover the Business Critical Applications, map the dependency between the discovered Applications and display the dependencies in a Map View

OS and Software License Compliance

Effective vigil against the license usage is must to save the cost as well as to avoid license violations.

- Master License inventory to hold the existing licenses purchased from various vendors.
- Ability to add the licenses as per the purchase models with an ease to map to Purchase orders
- Support for time based and permanent licensing approaches
- Dynamically retrieved software inventory in the organization
- License Usage analysis and Reporting
- Violation reports along with the installation details enabling organization to quickly act and be compliant all the time

IT Policy Compliance

SapphireIMS helps the organizations to perform effective IT Policy audit of their existing infrastructure against well derived organization policies. The policy rules can be based on the inventory parameters like Hardware or Software as well as against critical asset parameters like AMC or Warranty Date.

- Mapping of organization IT policies into SapphireIMS policy rules
- Support for multiple policies
- Logical mapping of policies and the systems expected to comply
- Easy generation of compliance and non-compliance reports

Custom Inventory

File Trawl:

- Generates an inventory of the files present in a system along with their attributes (like Manufacturer, Location, and Size etc.)
- The files to be scanned can be chosen based on File Name, Extension, and Size etc.

Custom Registry Scan:

- Generates an inventory of the registry keys present in a system along with their values
- The registry keys to be scanned can be chosen selectively

Custom WMI Item Scan:

- Generates an inventory from the output of a WMI Class present in a system
- The WMI Class to be queried can be chosen selectively and the output can be filtered using Filter Conditions

End User Data Gathering:

- Collects End User Data using Custom Data Collection Forms
- The Data Input Fields in the Custom Form can be customized as per the requirements
- Supports sending On-Screen Announcements to the End User System
- The Custom Forms and Announcements can be published to selected nodes for a specific time period

Software Normalization

- Normalize Software based on Manufacturer, Category, Type and Product
- Supports creating custom normalization parameters (Manufacturer, Category, Type and Product)
- Pre-defined Software Normalization Rules to normalize standard software
- Ability to write Custom Normalization Rules to tag Software to a specific Manufacturer, Category, Type and Product automatically or post approval using Logical Operator and Regular Expression based Constructors
- Dashboard and Reports based on Normalized Software Data

Microsoft OS and Application Patch Management

- Scans every System on scheduled basis to find the Missing Patches and reports them in Dashboard and Report
- Automatic or Manual Approval of Missing Patches
- Scheduled or On-Demand Patch Deployment
- Reduces Bandwidth Utilization through Master Agent
- Controls System Reboot through Reboot Policy

Hardware and Software Change Tracking

- Maintains Hardware and Software Change Logs
- Change Analysis through Change Log Dashboard
- Alarms and Email and SMS Alerting on Meaningful Changes using Alarm Unification
- Linking of Changes to Service Desk Tickets

Linux OS Patch Management

- Supports Patch Management for Redhat (RHEL), Debian, Ubuntu, CentOS, Suse, openSUSE, Fedora Operating Systems
- Support for Patch Profiles to Include and Exclude Systems and Mark Systems as Critical
- On-Demand and Scheduled based Patch Scan to find the Installed and Missing Patches automatically
- Supports Manual Approval for Patch Installation
- On-Demand and Scheduled based Patch Deployment
- Supports Patch Scan and Patch Deployment retry on failure

System Management (IT Automation)

- Built-in common System Management Tasks
- Facility to execute Batch File, VB Script and Bash File
- Software Installation (MSI and Silent Executables)
- Software Un-installation (MSI and Silent Executables)
- Remote Control
- Windows Power Policy Management
- Installed Antivirus Details
- OS Deployment
- Incremental File and Folder Backup
- USB Mass Storage Device Whitelisting
- Application Usage Blocking
- Blacklisted Software Installation Blocking
- Auto Uninstallation of the Blacklisted Software

Dashboards and Reports

- Ready to Use Dashboards along with facility to create Custom Dashboards
- Industry Standard Built-in Reports
- Custom Report Builder
- Export Reports to Excel and PDF
- Scheduling of Reports

About SapphireIMS

SapphireIMS is an ITIL 2011 certified enterprise grade service management system that makes your business agile. We do it through a modular and easy to implement suite of products, such as ITIL Service Desk, Enterprise Asset Management, Enterprise Service Management, Business Service Monitoring and Service Lifecycle Management. Our Healthcare Service Management solution is specifically designed for the needs of the healthcare industry.

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