Best Practices Series:

Managing Your Assets in Conjunction with Your Help Desk Ticketing System

The Benefits of Integrating Asset Management & Help Desk Software

A Novo Solutions Executive Business Brief
Managing Your Assets in Conjunction with Your Help Desk Ticketing System

Introduction:
This paper will discuss the benefits of integrating asset management and help desk software systems together to aid IT workers, maximize reporting capabilities and improve efficiency.

The Problem:
Are you tired of using multiple systems to keep track of your assets and the issues which have been logged against them? Do you have a method of tracking where your hardware is located and which machines are causing you problems? Is managing all these equipment details giving you a headache? With the growing demands on IT departments, effective management of assets is more crucial than ever. Knowing what assets you have, where they are located, when they were purchased, whether they are actively being used, etc., is critical to any organization.

The Solution:
The Novo Service Desk System includes robust features to facilitate the management of your IT assets.
Statistics show that today's IT departments are being expected to track more than just computers and software. Assets such as PDA's, cell phones, laptops and other peripheral equipment must also be tracked. In addition, details such as changes in status, location, and repairs to equipment must also be tracked, allowing management to evaluate trends and make decisions accordingly. Asset management software becomes most powerful when combined with a help desk ticketing solution. Ticket tracking allows you to see which assets are requiring the most repair/service so you have a better feel of when to upgrade.

How The Novo Solutions Service Desk Handles Asset Management:
The Novo Asset Management Software, when part of our Help Desk or Service Desk system, can ease the burden of busy IT departments. The benefit is a highly effective tool for tracking what you have on hand and where your assets are located, as well as who is using them. Specifics such as identification numbers, purchase dates, repair histories, relationships to other equipment, etc. can be assigned to each item. As assets are purchased and brought on line, assigned to users, or get replaced, the Novo Asset Manager will keep a history of all the changes. The Novo Custom Report Writer (ad hoc reporting system) allows management to run very specific reports, providing the overall knowledge required to effectively plan for the future with regard to machine replacements. Taking the guess work out of the asset management process, the application can report on past and present issues throughout the entire life of any asset in the database.
The Benefits:
With increased workloads and limited budgets adding to the daily challenges of IT managers everywhere, powerful asset and ticket tracking systems are becoming more in demand. Upper management expects to see reports which will explain where their support dollars are going and nearly every IT expenditure must be fully justified. If managers are to keep up with these new requirements, they must consider investing in technology which will streamline these processes and keep the CFO's and CTO's happy. "Managed Services" is also a growing trend these days. Large and medium sized companies alike are considering whether to continue managing their own IT shops or to contract out to firms which specialize in providing a "full service IT solution". Herein lies another reason for In-House IT shops to carefully examine their business practices and to focus on regularly enhancing and improving current methods of tracking and reporting on assets.

Conclusion:
The future will most likely force many changes in the way IT shops are managed. Business models will come and go as companies determine which support methods best complement their agendas. Who will survive this evolutionary process? Consider the man hours you will save by managing your equipment with asset management software. A good Return on Investment (ROI) should help make a decision to implement this type of solution much more favorable than the alternative.

Contact Novo Solutions, Inc. to learn more about how our robust, flexible and easy to use web based solutions can help you solve key problems related to providing customer or technical support, capturing and sharing knowledge and managing IT and other related assets.

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