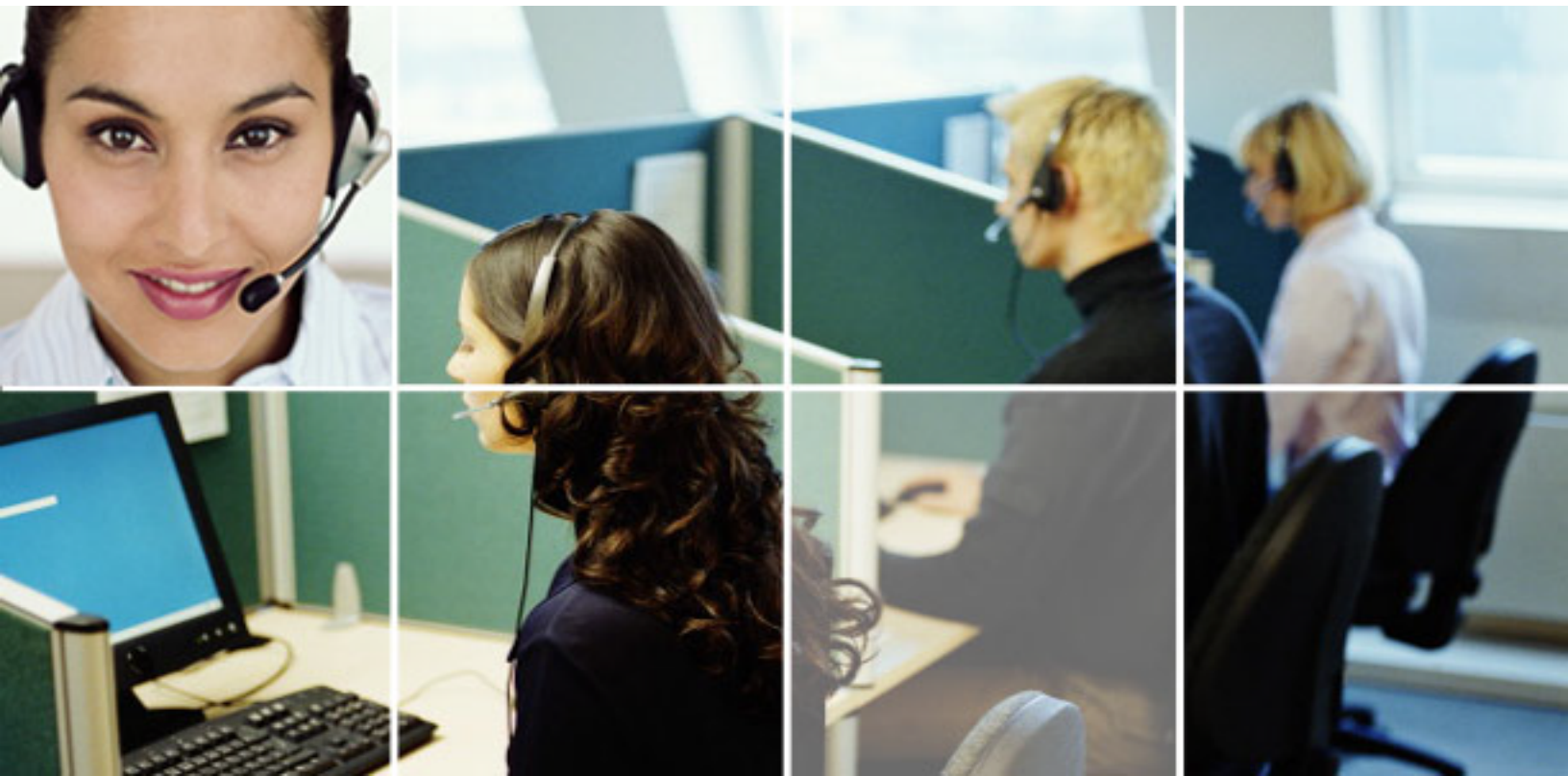




Best Practices Series:

## 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*



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.

Novo Solutions - Edit Asset - Windows Internet Explorer

Expand Assets View Asset Save Reset

**General Information**

Asset # 29

Name\* Dell Wireless Printer

Description Dell Wireless Printer model 123xyz for shared "Office B" workstation.

Add New Note

Location Not Selected  
+Head Office  
+Branch Office

Asset Type Printer

Status Active

Owner White, Frank

Group IT

Serial Num PR-4545

Asset Code 1

Attachments Attach Files

Images Attach Images

Notes Edit Notes Show All

Related Assets Add Related Asset

Related Tickets Add a Ticket Add Related Ticket

Printer Cartridge Jammed View | Delete

Not Printing View | Delete

Problem/Issue View | Delete

Related Contacts Add Related Contact

Hartman Bob Delete

Save Reset

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Service Desk  
Powered By: NovoSolutions, Inc.

Internet 100%

View Problem Equipment Tickets Within Asset Manager

## 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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