

SAManage

<http://samanage.com>



astrails

Michael Mazyar

astrails.com

IT **Asset** Management

Track and manage company
hardware and software
repository

Manage lifetime events for
each asset

Software license
management and ongoing
license compliance
evaluation

IT Risks management

IT **Service** Management

ITIL compliant

Easy integration into
different workflows

IT Service Catalog

Magic Features

- Auto tagging
- Rule based auto assignment
- Seamless email integration
- Auto suggest knowledge base solutions

Competition

- Dell eSMART
- BMC Remedy
- HP AssetCenter

SaaS

- Multitenant
- No installations, no upfront costs
- Low maintenance costs
- Rapid rollout of new features
- Easy deployment

UI

Made for **human beings,**
not IT robots

Challenges And Solutions

Large scale agent deployment

- Separate cluster of servers
- Separate database
- Imported in background

Data Normalization

- Set of custom algorithms for data normalization

Enormous amount of data that has to be digestible

- Constant attention to UI on every step of development
- Top designers as part of development team

- IT Service Management Suite
- Welcome: System System
- Type filter text
- Inc Admin
- Create New
- Self-Service
- Homepage
- Service Catalog
- Knowledge
- Help the Help Desk
- Incidents
- My Requests
- Requested Items
- My Profile
- Take Survey
- Knowledge
- Service Desk
- Incident
 - Create New
 - Assigned to me
 - Assigned to me
 - Open
 - Open - Unassigned
 - Resolved
 - Closed
 - All
 - Overview
 - Critical Incidents Map
- Problem
 - Create New
 - Assigned to me
 - Known Errors
 - Open
 - Pending
 - All
 - Overview

Incident [ck001 (Copy) view] Submit Close Incident Resolve Incident

Number:	INC0010218	Opened:	2011-01-10 02:59:58
Caller:		Opened by:	System System
Location:		Incident state:	New
Configuration item:		Category:	Inquiry / Help
Impact:	3 - Low	Subcategory:	-- None --
Urgency:	3 - Low	Assignment group:	
Priority:	4 - Low	Assigned to:	
		Knowledge:	

Short description:

Additional comments:

Work notes:

Affected CIs Add

Configuration Item

Submit Close Incident Resolve Incident

Person primarily responsible for working this task

Home > Service Desk > Incidents

New Incident

Requester (Email or Name)

Michael Mazyar

Type None

Add CC

Title

Nothing works

Description

Please help me!

Attach Files

Assigned to Michael Mazyar

Site None

Priority Medium

Department None

Due at

Create Incident Cancel

nothing x help x today x

+ Add Tag

- ▶ Incidents 1
- ▶ Problem 0
- ▶ Assets 0
- ▶ Solutions 0
- ▶ Tasks 0

Reports - to cut through large quantities of data

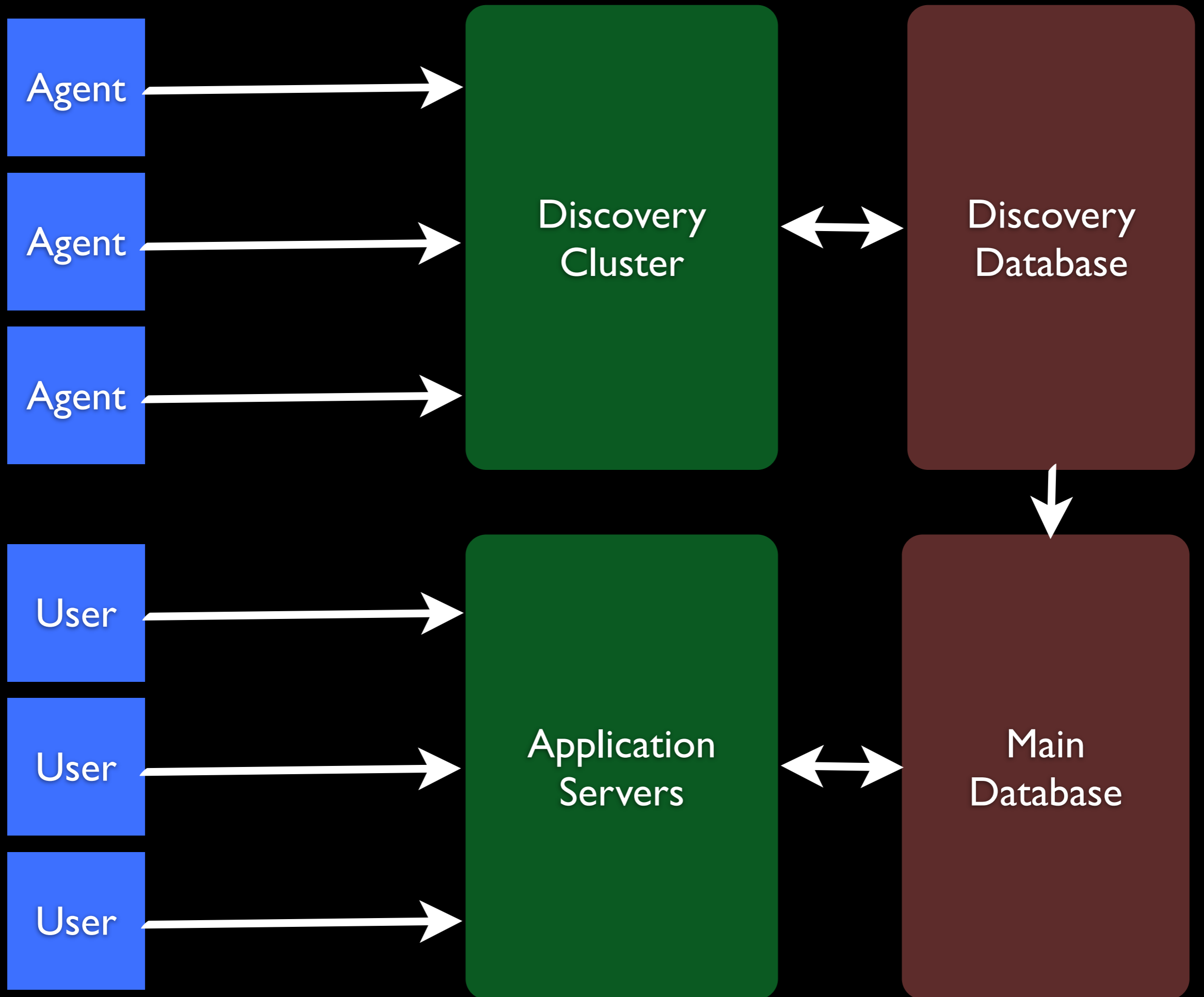
- Custom report system
- Highly customizable
- Predefined and user created reports
- Export to CSV, PDF, RSS and other formats

API - integration into existing customer environment

- Each bit of data is available through the API
- Integration into other discovery systems, financial solutions etc

Integrations

- Allows great focus on core business logic
- Zendesk for customer support
- Salesforce app
- Google Apps for user management
- Single Sign On - SAML, OpenID, Google Apps, Salesforce.



approach

- rapid iterations - about 2 weeks
- deployment at the end of each iteration
- automatic testing
- working hand in hand with designers
- actively seeking customer feedbacks

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