

A Must And State-Of-The-Art Tool For
IT Service Departments By

ParagonEDS

SMARTiT

Enabling the enabler . . .

Don't Ignore Your IT Department

What is Digital Nervous System?

SMARTiT main focus is on enhancing IT service provider's performance. This is done through generating right information at the right time – automatically; no worries to remember, no follow ups and no need to send information to others. This is all done with the automatic mechanism that is built with in SMARTiT – we call it a Digital Nervous System, which act like a real nervous system.

For example, there is no need to reconcile asset register with financial auditors as SMARTiT sends automatic information to finance dept. whenever asset is purchased, transferred or disposed. IT Heads doesn't need to ask for the information pertaining to list of items that have gone out of the company for repairs.

IT Departments of Companies are under enormous and constant pressure to keep their systems and facilities running and keep operational cost in control. The dependence of organizations, specially large organizations, on IT is increasing day by day. This results in increased expectations from users and management that IT will provide **unimaginable support**. Have you ever think that a Department who is acting like a backbone for an Organization, how strong is the backbone of that Department – *the fact is that it is really weak*. The IT Departments do not focus on acquiring the required tools to function properly, effectively and efficiently. This is the most unfortunate part that Information enablers do not have enabling tools.

Keeping all this in mind we have come up with the SMARTiT software tools which will really make IT Department SMART i.e. Speedy, Manageable, Accurate, Reliable and Transparent. The SMARTiT Software is specially designed software tools for IT Departments that;

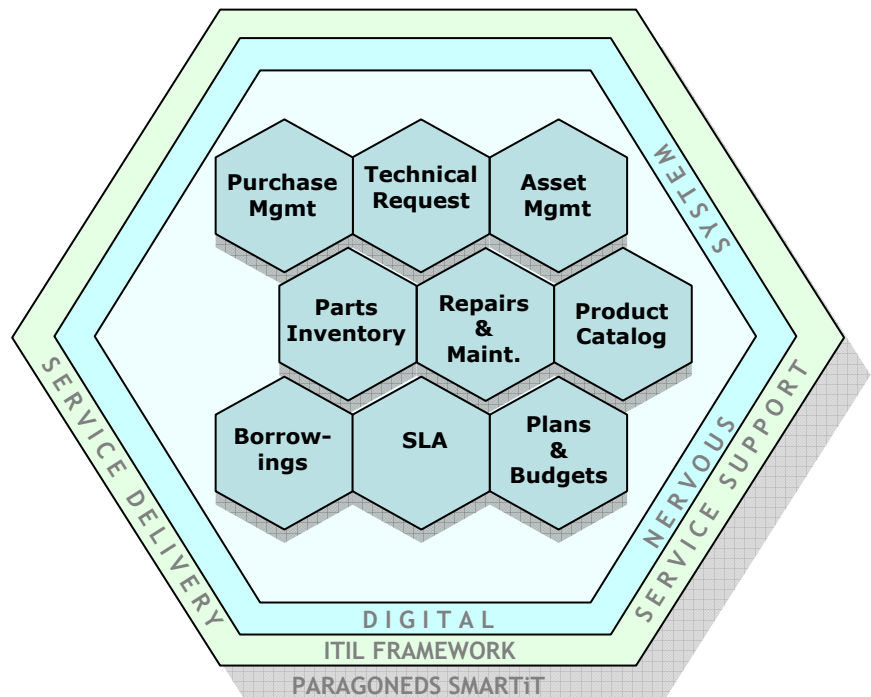
"ENABLING THE ENABLER"

The objective of the system is to facilitate IT Departments to organize their routine tasks and to increase efficiency and effectiveness, thus reducing the need for more manpower and keeping recording, monitoring, repair and support cost in control

How ITIL Framework is accommodated?

SMARTiT comply with ITIL Service Management framework.

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Technical Request Management

This software module is a core of SMARTiT and provides mechanisms to record, assign, prioritize, execute, complete, close and manage tasks. The tasks can be categorized into support calls, system change requests or development activities. The system provides three ways to record request i.e. help desk entry (telephone, direct user visit, e-mail), remote entry (user access via intranet, user access via internet).

Purchase Management

This is the simplest purchase module designed specifically for IT Departments to track IT related purchases. The purpose of this module is to maintain purchase status, record purchase amount, analyze historical purchases, analyze vendor wise purchases and avoid hassles in keeping track of payments. The PM will maintain six status codes such that QUOTATION, APPROVAL, ORDER PLACED, GOODS RECEIVED, PAYMENT RELEASED and PAID TO VENDOR.

This module provides option to record asset receiving, asset distribution, asset transfer and asset disposal. This will also maintains assets warranty and keep IT Departments updated on warranty expiration, keep Accounts Department updated on Asset movement and disposal automatically and keep detail track on hardware component level. Each asset will be properly tagged, the most important aspect of this software module will be that it will provide mechanisms to audit IT assets. The System will also maintain equipment warranties and will produce alerts on expiration of warranties.

The screenshot shows the 'Asset Register' window in 'Edit Mode'. The window title is 'SMARTiT | Oracle' and the menu bar includes 'File', 'Setup', 'Purchase Cycle', 'Asset Maintenance', 'Parts Inv.', 'Tech. Request', 'Product Catalog', 'Repair Maintenance', 'Gate pass', and 'Reports'. The main content area is divided into several sections:

- Register Info:** Asset Tag # (IBL-KHI1-PRNL-0007-06), Description (LaserJet Printer), IP Address (192.168.10.9), Remarks (Urgently Required Printer).
- Purchase Info:** Old Tag No, Configureable Item (Yes/No), GRN ID, P/O ID, Asset Type ID (PRNL), Sub Class ID (PRNL-S), Purchase Cost (12000), Vendor Name (JOGI), JOGI (PVT)LTD., Owner Company (PEDS), Owner Location (LC1).
- Asset Type Info:** Brand ID (HP), Model No (4534HP), Serial # (567493).
- Asset Status Info:** User Name (PEDS-0 | SYED FURQAN AHMED), Company ID (IBL), Location ID (KHI1), Department ID (HR), Sub Location ID (KHI1-01).
- Asset Maintenance Info:** Status (STS-4/Active), Entry Date (26/08/2006), Date of Receive (26/08/2006), Expiry Date (26/08/2007), Mainten. Status (St-1/Warranty), Vendor (JOGI).

Buttons for 'Parts Detail', 'Softwares Detail', and 'Browse' are visible. At the bottom, there are 'Save' and 'Cancel' buttons. The status bar at the bottom shows 'User: IRFAN || Group Name: Admins', 'Date: 12-09-2006 || Time: 11:16:17 AM', and 'NUM CAPS SCROLL'.

The module also prints number of operational, management and analytical reports and automatically generate alert and escalation e-mails. Furthermore, the module is integrated with number of other modules, but is also capable of running independently.

The system will cover purchases of all materials (hardware, software, licenses) and services.

Asset Management

One of the important aspect in IT Management is to manage and maintain IT Assets. This software module of SMARTiT will facilitate IT Departments to manage their IT Assets effectively.

Repairs & Maintenance

IT Departments, now a days, are facing enormous challenges to keep their equipments running in low cost. It is extremely important to identify cost incurred on each equipment repair, frequency of repair on each equipment and every equipment's shutdown time. All this will help in obtaining best time to replace your equipment.

Additionally, which vendor is responding up to the mark and which equipment is still with vendor for a long time? Which PCs and Servers are upgraded and what is upgraded? The answer to such questions will help in taking optimized decision on who is the best vendor to deal with? Will you replace your equipment now or later? How much cost is incurred on each equipment's repair? Whether you go for maintenance contract for equipments or leave them to be repaired on call basis? And all other decisions which will assist you in reducing your repair cost.

Borrowings

This software module keeps track of items that have been borrowed either by IT staff or by other department's staff. Whether it is a software CD, a book or a hard disk that is temporarily fixed in some other machine. All this is tracked by this module. And this is not the end, to keep reminding the borrower the software will keep on sending automatic e-mails to borrower and responsible IT in-charge so that the item is not forgotten.

Plans & Budgets

One of the most important component of IT Services is project planning and financial budgeting. The module is capable to assist in preparing budget as per company's preferred classification of items and provide various variance and analytical reports. The system will send automatic alert mails to head of IT when purchase of particular item crosses the amount allocated in the budget. This means that IT heads are better aware and are in better position to establish their strategies.

Help Desk Requests

Filter Records By:

Job Status:

Request Type:

1/New Job
2/In-Progress
4/Re-Assign
5/Ready To Close
7/Re-Open
8/Attended

Post Request
Attachment
Active Calls

Total No of Requests: 54

Working Staff On JOB: TR-00035

Ticket No.	Requester	Requested By	Curr. Status	Problem Description	Request Type	Tech. Name	Dep. Level	Curr. Status
TR-00044	21-Sep-06 18:14:52	IRFAN AHMED	In-Progress	czkczkzm□□vzrcv_zkczk□□zkczkzmvnz...	Internet	AFZAAL CHEEMA		Ready To C...
TR-00043	12-Sep-06 15:13:50	SYED FARDOQU...	In-Progress	ssss	Windows Inst...	IRFAN AHMED		In-Progress
TR-00042	12-Sep-06 15:04:24	KAMRAN KHAN	In-Progress	sdjcvbxcvvcv vcnbfyuiyurewe	Asset Manage...	M-ATEEQ-UR-REHMAN		Hold
TR-00041	12-Sep-06 15:01:03	SYED FURQAN ...	In-Progress	Networking is not working	Accounts Syst...			
TR-00040	12-Sep-06 13:35:02	M-ATEEQ-UR-RE...	In-Progress	My PC is not On LAN	Desktop SW S...			
TR-00039	12-Sep-06 13:33:43	M-ATEEQ-UR-RE...	Ready To ...	SmartIT Software is corrupted, Please Rein...	Software			
TR-00038	12-Sep-06 12:56:35	SYED FURQAN ...	In-Progress	SmartIT Software is corrupted, Please Rein...	Hardware Prob...			
TR-00037	12-Sep-06 12:55:53	SYED FURQAN ...	Re-Open	Network is not working□□	Software			
TR-00036	12-Sep-06 12:54:30	SYED FURQAN ...	In-Progress	Network is not Accessible	Hardware Prob...			
TR-00035	12-Sep-06 11:29:06	KAMRAN KHAN	In-Progress	PC is not Starting, Please check it.	Software			
TR-00034	11-Sep-06 11:12:47	IRFAN AHMED	In-Progress	test swap	Internet			
TR-00032	11-Sep-06 10:38:31	AFZAAL CHEEMA	Attended	Need Visual Studio Installation	Software			
TR-00029	07-Oct-06 0:31:50	Owais Ahmed F...	In-Progress	sd	Desktop SW S...			
TR-00028	07-Oct-06 0:22:52	M-ATEEQ-UR-RE...	Ready To ...	sdf	Desktop SW S...			
TR-00026	05-Sep-06 16:24:52	SYED FURQAN ...	In-Progress	Monitor is not giving display	Software			
TR-00024	04-Sep-06 12:11:07	AFZAAL CHEEMA	Re-Open	Invalid use of Null	Internet			
TR-00023	02-Sep-06 15:22:39	AFZAAL CHEEMA	In-Progress	Need Multimedia for Presentation	Internet			
TR-00022	30-Aug-06 16:53:27	SALMAN JAMIL	In-Progress	SmartIT Software is corrupted, Please Rein...	Desktop SW S...			
TR-00021	28-Aug-06 14:44:12	FAWAD KHATRI	In-Progress	Internet is not working	Software			
TR-00020	28-Aug-06 12:45:49	Owais Ahmed F...	In-Progress	df	Desktop SW S...			

Legend:

- New Job (Pink)
- Re-Assign (Green)
- In-Progress (Blue)
- Ready to Close (Yellow)
- Attended (Cyan)
- Re-Open (Orange)

Work Description

SrNo	Status Date	Work Det.	Time Spent	%age Comp.	Target Date
1	12-Sep-06	Checking System	10:00	0	12-Sep-06

Parts Inventory

This component of SMARTiIT will enable you to record inventory of accessories and peripherals. This is important to protect this component of inventory as most of the pilferages occur in this area.

Product Cataloging

This software module allows to establish software catalogs. This software module allocates unique number to software, and maintains record of accompanied licenses and accompanied books, manuals and other literature. Further to this it also holds of license keys and maps license key to the hardware

SLAs

This software module covers various aspects of maintenance contracts, annual agreements, and service level agreements.

Minimum Requirements

RDBMS: Oracle 9i, SQL*Server 2000

Server OS: MS Windows 2000 Server + SP3

Desktop OS: MS Windows 98

Desktop: Intel PIII
- 750 MHz processor
- 128 MB RAM
- 40 GB Hard Disk

Recommended Requirements

Desktop OS: MS Windows 2000 Professional or higher

VGA: 1024 x 768 for best resolutions

Desktop: Intel PIV with 256 MB RAM

About ITIL

SMARTiT comply with ITIL Service Management framework. Modules of SMARTiT, follow ITIL best practices and accommodates following sets of ITIL Service Management elements:

SERVICE SUPPORT SET

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

SERVICE DELIVERY SET

- Service Level
- Financial Management



ParagonEDS

... for the long term

About us

Paragon Electronic Data Services is a newly established IT Company aimed to provide high standard software technology and value-added IT related services. ParagonEDS is formed by well experienced IT professionals to fulfill growing market demands. ParagonEDS is planned to play pivotal role in providing reliable, robust and advanced software technology and IT related services.

"We wish to establish ourselves as a trusted IT Solution and Service provider which will contribute in enhancing our customer's capability to deliver maximum output in minimum cost, thus improving customer's profitability.

We will achieve this by developing and introducing practical and effective information technology products, and by sharing our experience and knowledge with our customers through offering IT Related Services."

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