

Numara Professional Services



Enabling the Business-Ready Service Desk

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The accelerated pace of business has made it imperative for the service desk to sustain and drive organizational growth. As a result, your service desk has to be versatile in order to meet the challenges of a changing business landscape. Tighter control over support workflows, change and approval management, deeper customization

requirements and more complex business tracking are “must haves” in order to take your service desk to the next level.

As an IT decision-maker, you are expected to come up with viable solutions to bolster productivity and enhance the business value of the service desk, all while ensuring that costs are kept in check. It’s truly a high-wire juggling act. You need to constantly reevaluate your processes to remain competitive.

Enabling Effective Systems Management

The ability to optimize IT spend is influenced by an organizations ability to effectively manage their network of systems. Keeping track of new hardware, software license compliance, network security and desktop management can be a daunting task for any IT organization. Numara® Software can help by applying proven methodologies specifically designed to ensure your systems management solution solves for your specific business needs and automates as much of the maintenance as possible.

When your business environment changes again, we’ll be there to weigh-in and to guide you through the cycle.

From both a financial and strategic perspective, professional consulting makes sense, especially when your organization lacks the resources and time needed to ensure an effective installation, deployment and utilization. Our Services team works closely with your IT staff to ensure that your service and systems management needs will meet the technical and business parameters established in the planning phase. Think of us as your “remote” in-house staff!

Consulting is just one way we solve your business needs. The Services team also offers classroom, on-site and online training. Through our training programs, your IT staff can hone their skills to handle daily tasks and strategic planning more effectively. Ultimately, they’ll be more productive and achieve higher job satisfaction.

The Professional Services consultants and instructors at Numara Software have significant expertise in areas that will make the most difference to your service desk best practices including ITIL®, business process automation, desktop management and metrics. Our deep industry and technical knowledge originates from our unique experiences working with over 50,000 customer sites managing more than 19 million nodes representing leading financial, medical, government and educational organizations worldwide. We offer Services for service desk, asset management, configuration management, change management, network monitoring, software packaging and deployment, and patch compliance management among other areas.



“
TPS found that your consultant was very professional and really knew the product. His ability to teach the staff was excellent.
”

Jeffrey Hackett,
Information Technology Director
Trumbull Public Schools

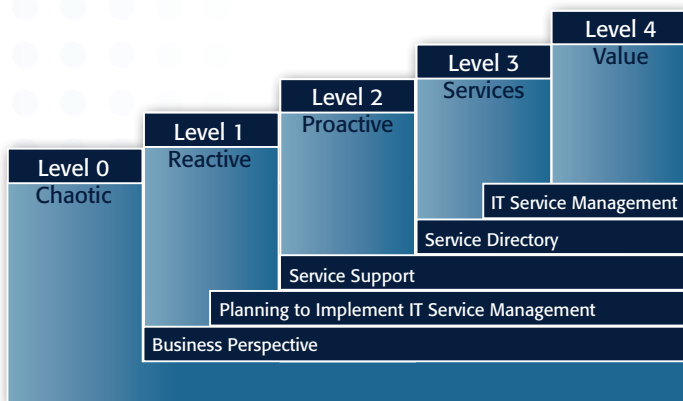
Benefits

- Thousands of Successful Engagements: Avoid rookie mistakes by learning from the experts
- Faster Results: Reduce time to implementation
- Subject Matter Experts: On-the-spot solution expertise
- Support Business Value: Align Business objectives with implementation plans
- Transform your service desk into a vital strategic asset
- Optimize your Numara Software solution and overall IT investment
- Achieve long-term business productivity improvements in record time
- Leverage knowledge transfer from our product and industry experts
- Reduce your learning curve while accelerating business impact

The Numara Software Difference

The Services team at Numara Software offers a multi-dimensional approach to solution consulting with proven performance. You’re not alone. As your partner through every phase of the solution cycle, we are in it with you for the long term. Our five phase methodology means that we will be there at every step to analyze business needs, integrate these needs into your solution, train your team on the solution, assist you with operation of the solution, and evaluate the ongoing effectiveness of your solution.

Numara Professional Services



Numara Software Services Five Phase methodology is designed to continually advance the performance of your service desk.

The Professional Services Differences

Our five phase methodology is designed to continually improve the performance of your service desk. It's what makes our consulting and training approach unique.



Based on our experience, we have developed a five phase methodology:

Solution Strategy

During Solution Strategy, we work with you to understand your business objectives and identify the goals to be addressed by the solution. The plan developed in this phase will translate into actions during the Design, Transition, and Operations phases of the engagement.

Solution Design

During Solution Design, we incorporate the critical success factors identified in Solution Strategy to define the specifications and deliverables that will become the blueprint for your implementation.

Solution Transition

During Solution Transition, we work with you to build your solution according to the specifications determined within the Solution Design phase. In addition, we train your system administrators on the designed solution in preparation for moving the solution to production.

Operations

Numara Software Services can assist you with the day to day management of your solution ensuring maximum value to the business. We help you avoid changes that can negatively affect the operation of your solution.

Continuous Improvement

Continuous Improvement focuses on optimizing your solution to increase productivity, improve quality, control costs, and ensure that your solution continues to achieve your business objectives and goals.



Numara Professional Services

Training

Training is a critical component of the Services mission. Either during design and transition, or in a separate engagement, our experienced team will train your IT staff on how to use, install, configure and manage Numara® Track-It!® and Numara® FootPrints® to handle daily, repeatable tasks and emergencies. We provide on-site, regional classroom and online training. (Note: Not all options are available for all product offerings.)

Whether you are training new staff, refreshing the knowledge of existing technicians or learning about new product releases, your IT team will become equipped with the right tools and solid strategic insights to boost productivity at all levels, while improving customer service. Training is a great way to maximize your use of the Numara Software solutions and experience the fastest ROI.

Regional Classroom Training

Available at convenient locations throughout the U.S., classroom training is designed to help both novice and seasoned Numara FootPrints or Numara Track-It! administrators achieve higher productivity levels via hands-on labs and real-world experience. Feel free to share best practices, process improvements, practical knowledge and insider tips with our experts in a comfortable lab setting.

Online Training

Numara Track-It! Online Training is a fully interactive, instructor-led, web-based training solution. Technicians enroll in Track-It! Online Training to learn software operation or deepen their existing Track-It! knowledge. Your subscription also includes access to pre-recorded training sessions which are always available so even the busiest of technicians can learn to maximize the benefits of Numara Track-It!. The Numara Track-It! Online

Training subscription also includes over 30 software simulated lessons for you to interact with and learn Numara Track-It! Reporting using Crystal Reports®. Learn how to build those critical reports essential for managing your Help Desk. Sessions are scheduled in two week cycles and are built around 30-, 60- and 90-minute blocks of time.

Students register online for the sessions they want. Attend as many classes as many times as you want; it's all included in your Online Subscription.

On-site Training

An experienced Numara Software Professional Services trainer provides personalized instruction at your facility using our proven curriculum and methods. Expert training is available on every facet of the Numara Software family of products. Slash your costs and travel expenses by training multiple administrators concurrently. Custom engagements are available based on your business needs including compliance requirements and ITIL best practices framework.



“
For me, the major strength of online learning is that I can schedule a segment of time to learn at my own desk, inside the application, from a pro – which is both convenient and efficient.
”

Jimmie Gail,
IT Assistant, Empire Construction

Numara Professional Services

Numara Track-It! Training

Using Numara Track-It!

Gain comprehensive knowledge of concepts and capabilities found in the Inventory, Help Desk, Purchasing, Training, Library and Report Modules in Numara Track-It!. This hands-on classroom course is designed for enterprise technicians and administrators.

Administering Numara Track-It!

Learn how to apply help desk best practices to configure and manage the Numara Track-It! environment. This instructor-led training course is designed specifically for those responsible for installing, configuring and managing their Numara Track-It! Enterprise server.

Numara FootPrints Training

Numara FootPrints Administrator

See how you can configure and maintain the functional aspects of Numara FootPrints as an IT Service Management and issue tracking application. Through this interactive, hands-on class, you will learn ways to automate your business processes using the basic and advanced features in Numara FootPrints. The skills you learn will be reinforced through the use of lab exercises, which include feature configuration, importing data and best practices discussions.



Engagement Recommendations

Numara Software Services has developed a wide range of engagement offerings based on our years of experience and thousands of engagements for customers of all sizes, with needs spanning from simple to complex, including ITIL compliance. We are experts at planning and implementing processes, metrics, workflows, templates and interfaces, among other areas.

When would an engagement be useful? We invite you to speak with your Numara Software Sales Representative about your specific questions and how our Services team can help you achieve your business-ready service desk.

“
Excellent all the way around. We couldn't have asked for more.
”

Robert Popper,
Systems Administrator
Bellsouth® Comm

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About Numara Software

With more than 55,000 customer sites worldwide, Numara Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor.

Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit:

www.numarasoftware.com.

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