

DataTrack System Product Brochure

Deliver quality **technology**, **customer** and **product** support with DataTrack System software, by Magnoware.

Introduction

One of the best ways to empower your business is through great help desk software. Introducing the **DataTrack System**, a powerful, web-enabled service and support management system designed for **help desks**, **call centers**, **software development teams** and **IT departments**.

Comprised of the DataTrack Server, Desktop Client, and Web Client, the DataTrack System offers an innovative, all-inclusive solution for organizations of all sizes and types.

The DataTrack System helps with all facets of your help desk, including such features as **request tracking**, **asset management**, **activity logs**, **custom user-defined fields**, **PC auditing**, **file attachments**, user and **group security policies**, **reporting & statistics** and much more.

Automated, seamless and ubiquitous

A seamless, ever-present software layer, the DataTrack System simplifies support management, communication and collaboration by automating most of your existing workflow. With intuitive, easy-to-use tools like **rules-based automation** and escalation, integrated web client, **correspondence tracking**, **email-to-ticket conversion** and **knowledge base**, the DataTrack System builds powerful connections with employees, customers, vendors, and other business partners.

What's it for?

Help Desks, Call Centers, and Customer Support Desks

- Using distributed server/client technology, the DataTrack System makes managing single or multiple sites seamless.
- Using the integrated knowledge base, end users can search for the resolution to their issue, helping to reduce call volume.
- Automation and Escalation helps ensure timely response and quality service.

Technical Support and IT Help Desks

- Integrated asset management, allowing you to track and allocate workstations, printers, scanners, monitors and much more.
- The Network and Workstation Audit (NWA) plugin enables you to remotely audit hardware and software information without the need to install client software. NWA can also monitor your network for changes and automatically update your inventory.

Product and Software Defect Tracking

- Create custom, user-defined fields to track information relevant to the project at hand.
- Route submissions into hierarchical folders for better organization.

What's more, other than the Network and Workstation Audit and Email Receiver plugins, all features come standard in the DataTrack System.

Advantages and Benefits

Versatile The DataTrack System provides a versatile service management solution for organizations of all sizes and types – from bakeries to aerospace firms.

Scalable With support for Microsoft SQL Server, MySQL, Access and various other database types, the DataTrack System grows as your organization does.

Affordable and Cost Effective The DataTrack System offers a plethora of features found in enterprise-level solutions for literally a fraction of the cost – from automation and escalation to knowledge and asset management.

Easy to Use Unlike various other solutions, the DataTrack System retains advanced features, while maintaining ease-of-use. The DataTrack

Desktop Client and Web Client sport an intuitive user interface which places the most-appropriate options for the task at hand in a convenient location.

Secure and Trustworthy The DataTrack System sports a variety of robust security measures, designed to keep unauthorized users from accessing information that they shouldn't be – keeping your data secure.

Globally-Accessible Through the Desktop Client or Web Client, the DataTrack System can be accessed over the internet. From virtually any location on the planet, users can submit work requests through the Web Client, while technical staff manage work orders through the Desktop Client.

Run a professional, efficient service desk

- **Track, categorize** and **prioritize** work requests with ease.
- Improve responsiveness and keep-up-to-date with automated **email notifications**.
- Improve workflow and ensure timeliness with **automation** and **escalation**.
- Automatic **email-to-ticket conversion** and **correspondence tracking**.
- Organize work requests into **hierarchical folders**.
- Improve troubleshooting with detailed information about requester's hardware and software via **remote PC auditing**.
- Quick access via **recently-submitted** and **overdue** items via **dashboard**.
- Generate **detailed statistics** and **reports**.
- Find the information you're looking for with **comprehensive search** functionality.
- Customize your software with **user-defined fields**.
- Automatically **route requests**, send emails, modify requests using **automation**.
- Insert **file attachments** into each request, asset, user account, article or company.
- Take advantage of **color labeling** for work requests.
- System-wide **spell check** and **formatting** for text fields.
- Run the DataTrack Server as a Windows Service with the **Windows Service Management Console**.
- Take advantage of **Windows 7** with **Jump List** shortcuts.

Track and support your IT assets

- Integrated, fully-customizable **asset management**.
- Ensure license compliance with **integrated software license tracking**.
- Effortless **hardware and software auditing**
- Track hardware and software changes through detailed **audit trail and history**.
- Associate users with asset information, such as audited workstations and other peripherals.

Improve user satisfaction and productivity

- Provide quality, professional service.
- Improve response times with **email-notifications** and **automated escalation**.
- Ensure satisfaction with **automated follow-up emails**.
- **Synchronize** users with, and authenticate against, **Active Directory** with the Active Directory Integration plugin.

Self-help with Web Client and Email Receiver

- Enable users to **submit requests** and view **request history** via the DataTrack Web Client.
- Submit requests via a simple, free-form email with **Email Receiver** plugin.
- Enable users to access **Frequently Asked Questions** via the DataTrack Web Client.
- Enable users to search the integrated **Knowledge Base** for the resolution to an issue.
- Easy **Password Recovery Notification** helps reduce “forgotten password” incidents.
- Use **pass-through authentication** against your **Active Directory** domain controller.
- Take advantage of **Web Client themes** to customize the look and feel of your DataTrack Web Client.

Contact Information

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Download a fully-functional evaluation at www.magnoware.com.

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