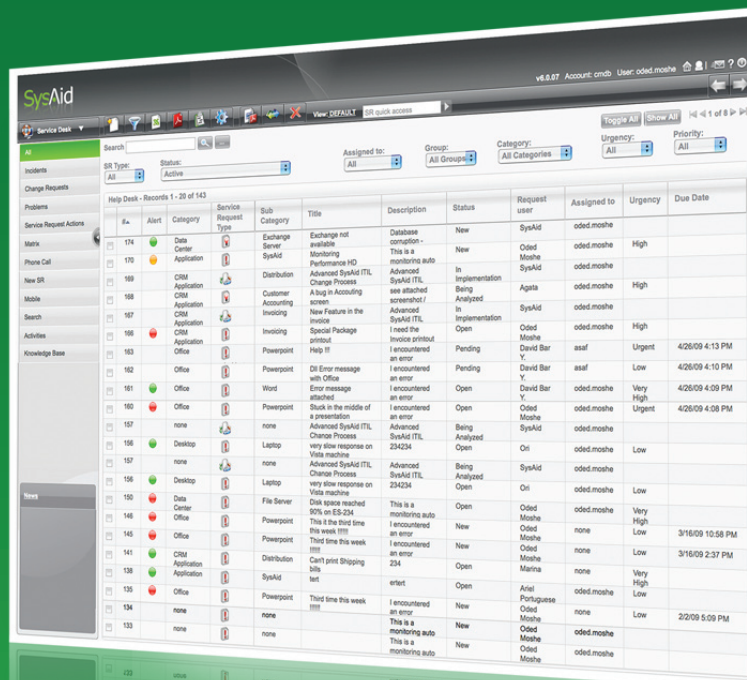


Product Description



SysAid Product Description

Welcome to SysAid, the leading IT Management Software solution now deployed in over 50,000 organizations and 120 countries around the world. Built on core ITIL industry best practice methodology, SysAid offers a simple, yet comprehensive Help Desk and Asset Management software solution for Fortune 500 companies and small to medium

businesses alike. All SysAid modules are fully-integrated, designed for smooth and rapid installation, and come with pre-defined templates, basic start-up tools and fully customizable features. Enjoy our comprehensive range of Core SysAid Modules, or select from our wide range of Additional SysAid modules to meet your unique business needs.

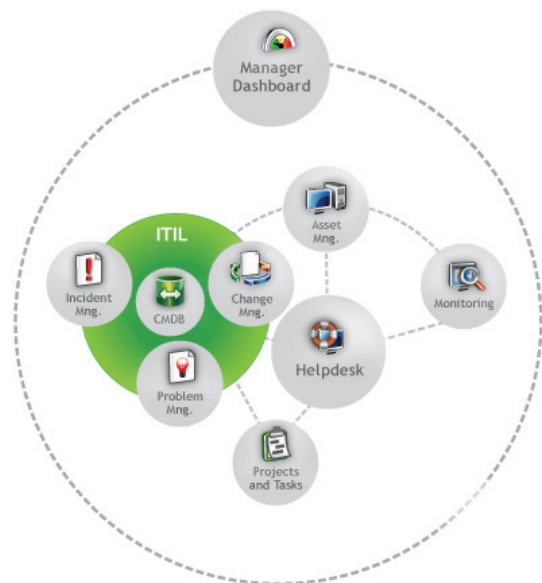
SysAid is divided into the following modules:

Core Modules

- Helpdesk
- End-User Portal
- Knowledgebase
- Asset Management
- Remote Control
- Reports & Analysis
- SysAid Chat
- IT Benchmark

Additional Modules

- Tasks and Projects
- Advanced Monitoring
- Manager Dashboard
- ITIL Package including:
 - ITIL Problem Management
 - ITIL Change Management
 - ITIL CMDB
(Configuration Management Database)



Installation and Implementation

- Swift, simple and rapid implementation
- Available in SaaS (Software-as a Service) model with zero technical overhead, or a convenient installed edition
- Deployed on all machines via lightweight agent – by means of three options:
 1. Automatic deployment using built-in deployment tool
 2. Automatic installation by using login scripts or MSI
 3. Manual installation
- Low system resource usage
- Agent allows submission of service requests and automatically submits changes in computer inventory
- SysAid is intuitive, easy to use and fit for technical and non-technical users
- Fully customizable features to suit your organization's day-to-day needs

Help Desk Administration

- Service requests are directed promptly from the end user computer to the IT department with a single keystroke
- Automatic routing of service requests according to pre-defined parameters and priorities
- Automatic logging of all service requests and corrective actions until final remedy
- Automatic notifications to administrators, based on customizable rules. Rules may be applied at the asset or group (department) level and also prioritized
- Customizable Help Desk interface allows sorting of service requests by type, preferences and severity
- Option for multiple system administrators to view all service requests, or limit view to their individual service requests
- Administrators can get a snapshot of department activity using customizable Help Desk Matrix
- Highly integrated with our ITIL CMDB module to keep track of the significant elements in your Help Desk and share the information with first level support teams.
- Available reports can be scheduled for full information regarding your workflow
- LDAP integration to stay up-to-date with the latest user information
- Quick List items for the easy resolution of technical issues
- Permission controls for better management of administrator activity

End-User Portal

- Easy submission of service requests with instant access to the End-User Portal via hotkey command
- End-Users can access their entire service history to track the status of submitted service requests
- Pre-populated Quick List templates that end-users can select for common issues
- Knowledgebase FAQ section so end-users can independently resolve their own technical issues
- Automatic suggestions and resolutions from the Knowledgebase as end-users begin to type in the title of their service requests
- End-user participation in ITIL Change Management processes
- Easy integration of the End-User Portal directly into your internal website

Knowledgebase

- Automatic or manual addition of common service requests and their resolutions to the Knowledgebase
- Quick search function to locate service request solutions based on category and subcategory
- Solutions for end-users in the Knowledgebase Self Service Portal
- Automatic suggestions for issue resolution as end-users begin to enter the title of a service request

Asset Management

- All machines, including servers, monitored for hardware and software changes
- Automatic, scheduled scanning of all machines for changes with SNMP discovery
- Option to update component changes manually as necessary
- All reported changes saved in a historical log, which contains hardware/software and service history
- Extraction and display of license keys for Microsoft products
- Integration with external purchasing and order systems via XML

Remote Control

- Anywhere to anywhere access via secure web connection
- Gain full IT control over remote computer
- Communicate with remote users via SMS, IM, or email
- Access to computers and other machines can be granted for users working from home or using a remote machine

Reports and Analysis

- Extensive reporting capabilities to monitor system data and analyze costs
- Calls recorded on log files to support detailed reporting capabilities
- Large selection of pre-defined reports for services and assets, with option to create on-demand tailored reports
- Analysis of your helpdesk activity on an up to per-hour basis to identify peak points

SysAid Chat

- Initiate chat conversations with any end-user logged in to the network
- Manage queues of end-users that have initiated chats
- Access the end-user's entire service history from within the chat conversation
- Create new service requests from within the chat conversation
- Automatic archival of all chat conversations within the end-user's service history

IT Benchmark

- Automatic conversion of your IT data into statistics and ratios
- Dynamic measurements to benchmark your IT performance
- Local History Chart to track trends over the previous 60 days
- Worldwide SysAid Distribution Chart to compare your performance with thousands of other IT departments worldwide

Tasks and Projects

(available only in Full Edition)

- List and monitor various tasks and projects
- Track progress, times and activities, as well as generate relevant reports
- Gantt Charts available to view the progress of projects
- Assign tasks or projects to specific administrators
- Creation of manual or automatic reoccurring event templates on a daily, weekly, or monthly basis
- Customizable reoccurring event notifications via service request, email, or text message

Monitoring

(available only in Full Edition)

- Constant testing for memory usage, hard disk usage, vital OS services and processes, network services, software/hardware updates and more
- SysAid sends a warning or error notification when issues arise, by opening automatic service request, e-mail or even SMS
- Access a visual representation of monitoring tests on daily, monthly, weekly and yearly graphs
- Configure monitoring templates to apply to any number of servers or workstations
- Monitoring of specific asset fields including your SNMP assets

Manager Dashboard (available only in Full Edition)

- Gain an immediate and customizable overview of the state of affairs in your organization with multiple four-chart Dashboard views
- Automatic scheduling of a wide selection of reports on assets, workflow and service quality
- Customizable charts that can rotate in a constant slideshow
- Drill-down option on charts to directly access specific data
- New reports can be designed and added to the system

ITIL Problem Management (available only in Full Edition)

- Based on ITIL industry best practices
- Track and manage root problem causes to prevent incident recurrence
- Group Helpdesk SR incidents into higher level problems and themes
- Create multiple problem templates to suit any scenario in your environment
- Access detailed problem descriptions and historical log of all changes
- Build a knowledgebase of known errors and work-around methods
- Highly integrated with all SysAid modules for shared accumulated data processes and functionality
- Minimize incident-related business impact on your business operations

ITIL Change Management (available only in Full Edition)

- Create changes using built-in basic or advanced change templates
- Customize workflow processes and change templates to suit any change scenario in your organization
- Perform multi-level risk assessments and authorizations in workflow tabs with a full audit trail
- Permission-based to ensure that only permitted users view details
- Set targeted notes, tasks, permissions and automatic notifications for key stakeholders
- Track, monitor and report on all past and current change activity
- Highly integrated with all SysAid modules for shared accumulated data processes and functionality
- Full control over all planned change activities for minimal business exposure and service disruption
- End-user participation in change processes via the End-User Portal

ITIL CMDB (available only in Full Edition)

- Keep track of significant elements in your IT network
- Holds an unlimited number of CIs (Configuration Items) of all types
- More than 250 customizable fields
- Visual indicators that show the current state of your CI's
- Helps you predict the influence of changes in your network on future developments and business impacts

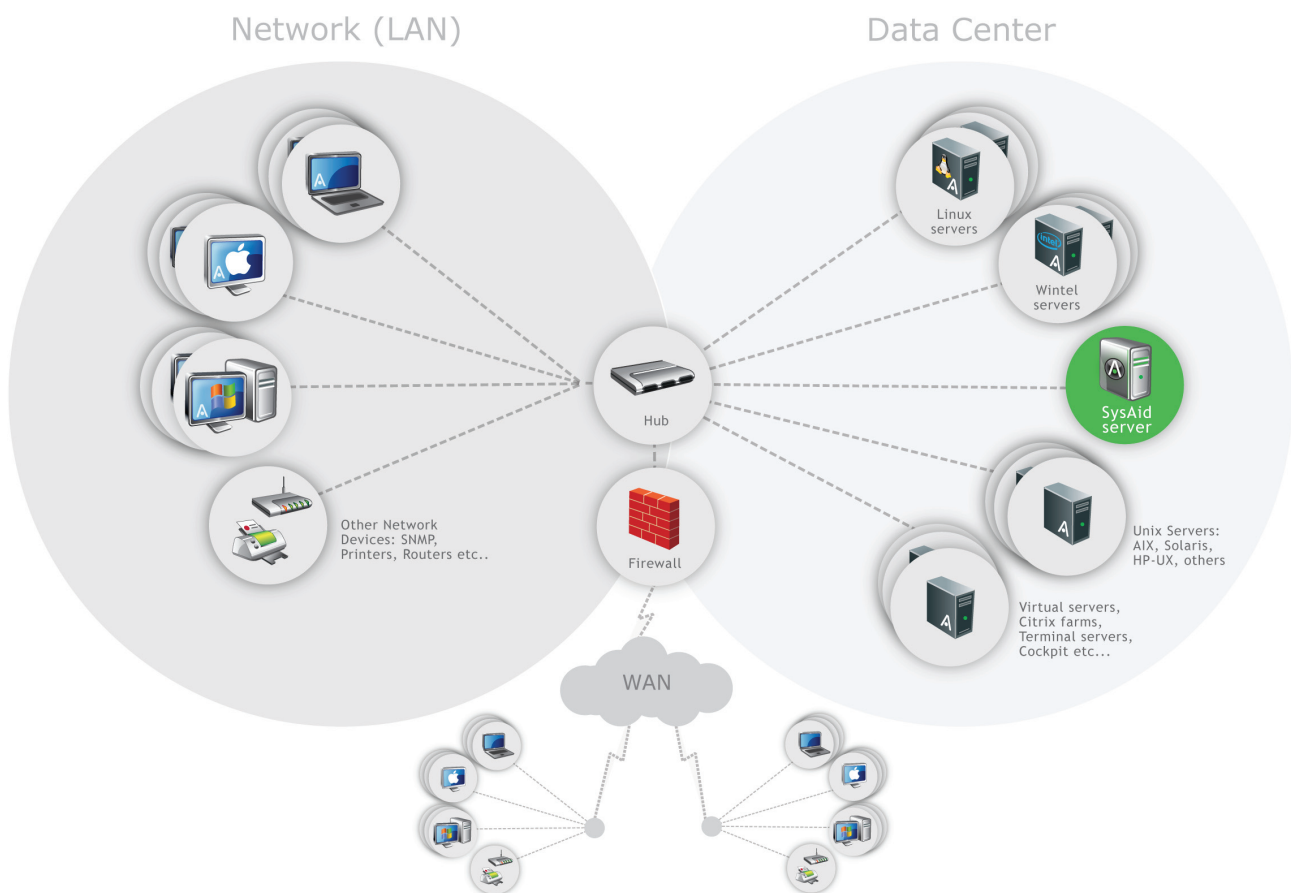
SysAid Architecture

- **SysAid Server:**

- Full Web interface
- Application Layer (Apache Tomcat included, IIS)
- Database Layer (Internal Derby DB included, MSSQL MYSQL, Oracle)
- Various Interfaces
 - Email Server
 - LDAP
 - Text message gateway
 - SSO
- Secure Access for IT Personnel

- **SysAid Agent:**

- Installed on all company computers (desktops, laptops and servers)
- Allows users to submit service requests including an automatic screenshot
- Automatically collects and sends updates about computer inventory (hardware/software)
- Extended monitoring capabilities
- Built-in remote control tool



System Requirements

The minimum requirements for SysAid are:

• Server

- OS:
Windows - NT, 2000, XP, 2003, or Vista
Linux/Unix – with SUN Java 1.5 or above
- CPU – Pentium 4 processor or equivalent
- RAM – 1 GB
- Disk Space (for application) – 1GB
- Disk Space (for database) – May vary according to use and attachment frequency and size (as a rule of thumb - an estimation of 10 MB for each end user). In addition, it is recommended when using more than 500 users/assets, to use an external database (Oracle, MSSQL or mySQL).

• Administrator Station

- Internet Browsers: IE5 and up, Firefox, Chrome

• Agent (End User station)

- OS:
 - Windows 98(*), 2000, XP, 2003, Vista, and Windows 7
 - Linux
 - Mac
 - Unix – all platforms(**): IBM's AIX, FreeBSD , Solaris , HP-UX

(*) Advanced features for Windows 98 not included, please contact our support for more information.

(**) Through 3rd party tool, please contact SysAid support for more information.

SysAid Security

As a web-based software solution, SysAid maintains the highest level of security for all system components.

- Secure web interface using 128-bit SSL-secured and TLSv1 channels
- Secure access to system via username/password only
- SysAid administration interface is fully permission based
- Securely interact with your network components and services:
 - Email Server
 - LDAP
 - SSO
 - Databases
- SysAid Agents communicate with the server via secure http protocol
- In the SaaS Edition: All user and service data is stored in central and secure database with multiple backup servers located around the world

For more information about SysAid, please contact us at support@sysaid.com, or visit http://www.ilient.com/contact_support.htm. Our friendly and expert support team will be more than happy to assist you.