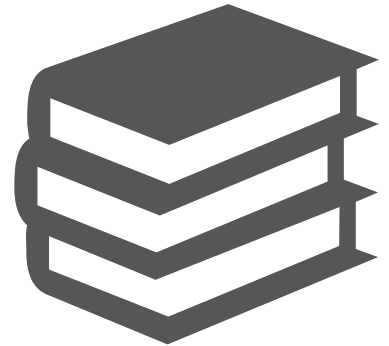




For Education

Education establishments, from high schools and universities to school boards, face unique challenges in providing IT service to their students and staff. VIZOR's IT Asset Management module tracks your assets from a school district or campus to a classroom or lecture theatre.

VIZOR's powerful service desk functionality allows you to seamlessly manage helpdesk issues and requests submitted by faculty or students, and automate your most time-consuming tasks. Finally, customize your solution with our configurable options. Ask us for more details!



All-in-one Solution or Standalone Modules

VIZOR is available as an integrated single solution for IT Asset Management, Software Asset Management and IT Service Management. However, all modules are available stand-alone or in combinations as required, so you only purchase exactly the functionality you need.

Self-Service Portal

Allow staff and students to submit issues, check on the status of existing issues and review the Knowledge Base, without using a support resource. VIZOR's self-service portal also allows faculty and students to request assets and services, utilizing custom forms and approval processes per asset type.

Check-in/Check-Out Equipment Loan

Manage the complete asset loan process, from request and check-out to staff and students to return check-in to equipment storage. (Optionally) use barcode readers to scan equipment efficiently in and out without ever losing track of your inventory. Automatically notify staff, students and asset managers of unreturned assets.

Automate Faculty & Student Onboarding

Automatically create tickets or change requests to support the onboarding of new staff and students. Automate other frequent IT tasks like user account provisioning & create new Active Directory accounts with required privileges for new staff or students. When they leave, revoke access to Active Directory, Email and other systems.

Cloud or On-Premises

Flexible deployment options in the cloud or locally installed or on your premises

www.VIZOR.cloud

IT Asset Management Module

Allocation of assets to students, staff and locations is simplified and automated so you always know exactly 'who has what'. Other capabilities include:

- Complete IT asset lifecycle
- Awareness of exactly "Who Has What"
- Asset location tracking
- Network device discovery & inventory
- Microsoft SCCM integration
- Purchase, maintenance and supplier management
- Warranty email alerts & reminders

IT Servicedesk Module

VIZOR's comprehensive helpdesk issue tracking allows you to seamlessly manage issues and requests submitted by faculty or students. VIZOR has all the features you need including:

- ITIL best practice processes
- Email integration & automatic ticket routing
- Self-service portal
- Knowledgebase & FAQ
- Multiple escalation & SLA support
- Surveys & customer feedback analysis

Web-Based Configuration Tools

All user interface elements, data fields, and workflows are customizable with simple web-based tools. No developer skills are required to tailor VIZOR to your exact requirements.

Dashboards & Reports

Powerful dashboards and reports provide IT and other departments with all the information they need to monitor performance. Trends can be analysed by time, analyst, topic and other metrics, keeping you informed and prepared.

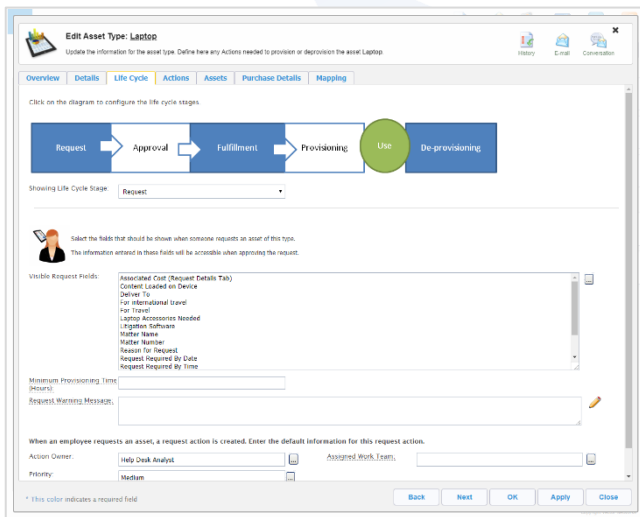
Software & License Management Module

Simplify software asset management with a secure central license repository for all license entitlements from site license agreements to cloud subscriptions. Ensure license compliance including Per CPU and Per Core licensing schemes and manage requests through approval and provisioning. Other capabilities:

- Central software license repository
- Automated on-boarding & license recycling
- Software request portal
- Software license compliance
- Manage cloud & SaaS subscriptions
- Software normalization and version & suite consolidation

Active Directory Integration & Single Sign-On

Synchronize user accounts from Active Directory and LDAP directories. With Single Sign-on, users are automatically authenticated and directed to their personal VIZOR homepage without requiring additional sign-on.



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