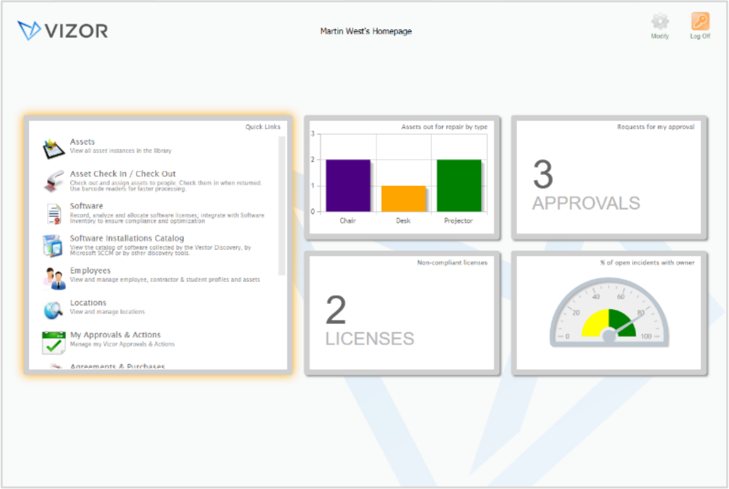
VIZOR'S FEATURE LIST

Overview

VIZOR is a comprehensive IT Management solution comprising three modules designed to work standalone or alongside each other. The modules include IT Asset Management, Software & License Management, and ServiceDesk.



This document includes the platform's general features that apply to all modules (P.2), the features for the IT Asset Management Module (P.5), the features for the Software & License Management Module (P.6) & the ServiceDesk Module (P.8).

Modules Defined

IT ASSET MANAGEMENT MODULE

Manage the complete IT asset lifecycle with a central repository combining network discovery and inventory data with purchase, warranty and maintenance details. Asset location tracking and allocation to employees is simplified and automated so you always know exactly 'where is and who has what'.

SOFTWARE & LICENSE MANAGEMENT MODULE

Simplify software asset management with a central license repository for all license entitlements, from cloud subscriptions to enterprise agreements. Receive reminders when license renewals and maintenance contracts are due, and stay informed on current and forecast software expenditure.

SERVICEDESK MODULE

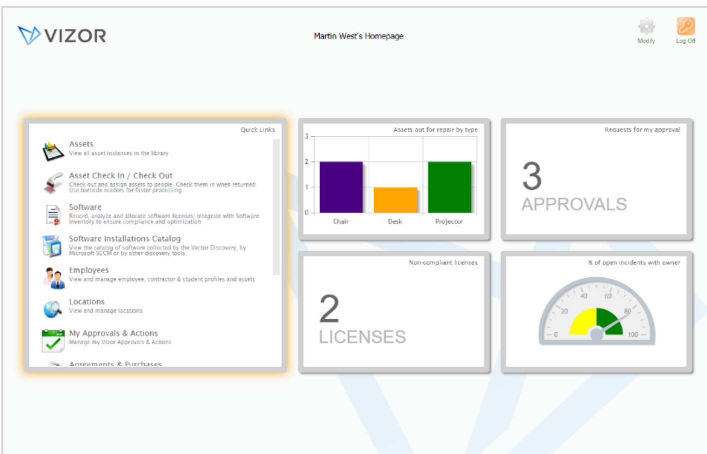
Comprehensive helpdesk issue tracking for IT end user and customer support. Out-of-the box functionality facilitates best practices for incident and change management with powerful email integration, SLA support, knowledgebase, team-working, simple configuration, automatic ticket assignment and a self-service portal.

GENERAL FEATURES

Architecture

On-premise or Cloud - Install VIZOR on your own on-premise servers or access our full featured cloud edition.

Dashboards - Customizable dashboards provide IT Asset & Service Managers and Analysts with the information they need at a glance.



Single Sign-on - Users automatically authenticated and directed to their personal homepage without requiring additional sign-on.

Multi-tenant - Each user provided with specific functionality and data based on their role.

Web-Based Interface - Highly distributable; does not require installation and rollout on end-users' devices.

Mobile / Tablet Support - Appropriate functionality available via tailored mobile and tablet interfaces.

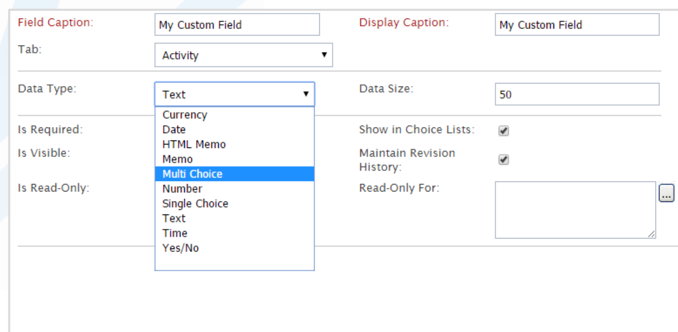
Flexible Solution

Web-Based Configuration Tools - Simple yet powerful web-based configuration tools ensure ease of use; no developer skills are required to make customized fields.

Unlimited Custom Fields Create any number of custom fields. Types include text, memo, attachments, date, time, single-choice, multiple-choice, numeric, integer, Boolean and more. Custom fields are as powerful as the built-in fields and are automatically upgraded across versions.

Business Rules – Ability to create efficient business processes with automatic assignment, dependent fields, required fields and more with the Business Rules editor.

Specific Terminology - Define what terminology to use in the system. Does your organization use Case instead of Ticket, or prefer to use the term Issue? Use what works best for your customers, your team or a particular project. You may even use different ones in different modules.



Create New Projects – VIZOR allows you to track non-IT related projects in the system. In some companies, VIZOR is used in multiple departments. Thus, making it easier for other departments to keep all their activity in one system.

Import Choice Lists and Dependent Fields - Import Choice Lists and Catalogues easily from Excel, CSV, XML and more sources. Several Choice Lists can have cascaded dependencies such as Category -> SubCategory -> Application, or Country -> State -> City. Easily import them & include dependency rules.

Productivity

Keyboard Shortcuts - Quick access keyboard shortcuts provide easy access to frequent tasks and operations.

Mass Updates - Update multiple items such as tickets, requests, assets or software license records at once. For example, easily reassign multiple items to another person with a single action.

Rich Text Format and Styles - Use the Styles and Format options to easily apply consistent presentation when writing emails, KB articles, issues, and any text to make it look even more professional.

Default Field Value - Each users can define their own preferred default value for any fields, enabling efficiencies in data entry.

System Integration

Active Directory and LDAP Directories - Synchronize user accounts from Active Directory and LDAP Directories.

Microsoft System Centre - Leverage existing SCCM infrastructure to reduce IT costs by optimizing the administration of IT assets.

HR Systems - Synchronize with employee information from your Human Resources system. Automatically synchronize Departments, Job Titles, Positions, etc. Ability to automatically onboard new employees, allocate assets when they change job positions and even recover their assets as they leave the organization, automatically.

CRM Systems -Synchronize customer and contact accounts from your CRM system to increase efficiency while leveraging your company systems.

Purchasing System - Integrate with an external purchasing system, such as Microsoft Dynamics, or software used by the procurement or accounting departments. This allows your team to view and simply select the relevant purchase orders and/or line items to track their status efficiently.

Synchronize with Multiple Sources - Synchronize accounts such as Contacts, Users, Employees, Vendors and Companies from multiple sources at the same time.

Link Documents from SharePoint, Alfresco, etc - Link documents from your SharePoint, Alfresco or similar repository to a ticket, an asset or a software license and leverage your organization's investments in security and efficiency.

Email Integration

Send and Receive Emails from VIZOR - Send and receive emails directly from VIZOR, without needing email client programs like Outlook. Besides efficiency gains, you can control which account each user can send emails from and what mailboxes or mail queues users have access to. If you have SupportA@acme.com and SupportB@acme.com, you can have certain users who automatically respond as from SupportA@acme.com, while others allow working from both. Apply these as global default settings or allow users to decide on their preferences.

Customizable Email Notifications - Create automated email notifications sent after virtually any possible condition or event. For example, send a notification when: a ticket reaches a certain state or after a certain time; an asset is allocated to a specific department or assigned to a user; a software license contract expires and '60 days' before the renewal is due; a ticket is created by a specific department and when closure is due. Also customize email notifications per contact, per department and per organization or company. If your organization process needs it, you can create it.

Email Routing - Powerful and configurable email workflows permit routing to an individual or work team based on keywords in the email subject or message body.

Smart Multi-Contact, Multi-Email Address - Automatically identify and process emails sent from different email addresses of the same contact as originating from the same person. Reconcile accounts and emails automatically from your Active Directory, HR or VIZOR and allow multiple email addresses to be used by the same user.

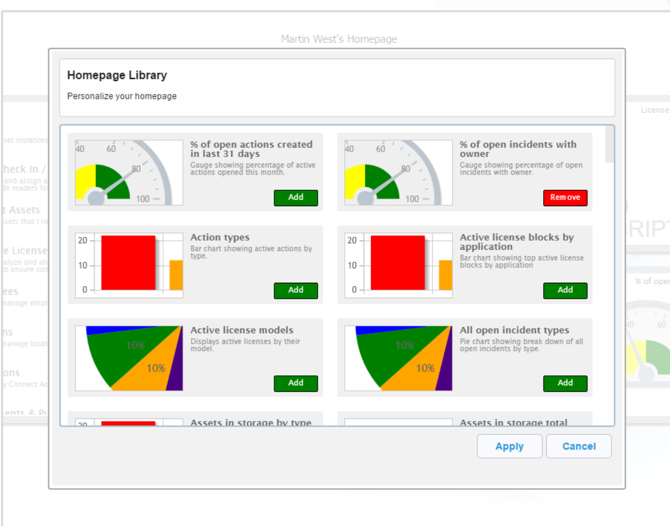
Email Integration with Multiple Mailboxes - Monitor multiple mailboxes in parallel, even from different organizations or domains. Create email workflows based on various mailboxes and implement the most efficient process for your team or organization.

Actions from Email - Close tickets and reassign or update assets by email. You can close a ticket with a simple email sent to VIZOR. Let email replies support your complex workflows and automate your processes from a phone.

Email Templates - Save time with pre-written responses and email templates. Create your own or add macros to templates to automatically populate fields. When you need to include files, there are options to include *Attachments* as part of the your templates.

Reporting

Report Library – VIZOR includes a library of best practices reports out-of-the-box.



Filter Data – Create reports you need by including parameters to filter through the data.

Custom Report Builder - Edit existing reports or create your own tabular, listing and detail reports with charting.

Ad-hoc Querying - Create ad-hoc filters as you need them. Search for types of assets or licenses, then per vendor, then per location; or any data field including your own custom fields.

Report Subscriptions - Allow you, and anyone who *subscribes*, to receive scheduled reports via email. Save time and get weekly reports with the most important Key Performance Indicators (KPIs) delivered to your mailbox.

Open Database Schema - Standard SQLServer database underpinnings permit creation of reports in any tool of your choosing such as Business Objects / Crystal Reports Editors. Your data is never locked: use it, export it, migrate it…it is yours.

Export In Multiple Formats - Export data to multiple formats, including XLS, XLSX, PDF, CSV, XML, and more.

User Provisioning

New Employee Onboarding - Automatically create tickets, change requests or automations to support the onboarding of new employees based on their role.

Active Directory Accounts - Automatically create new Active Directory accounts with required privileges for new employees and revoke access to Active Directory, Email and other systems when they leave.

Role-Based Provisioning - Automatically allocate or provision assets and software based on a user's role such as job title or their position on a project.

Provisioning / De-provisioning Actions - Easily onboard assets and software to new employees and recover them when they leave with custom provisioning and de-provisioning actions.

Multi-Level Approval - Requests pass through multi-level approval processes, potentially requiring specific approvers at different stages of the process. Requests are driven by your organization's needs; no approval process is too complex.

User Management

Centralized User Management - Manage Contacts, Users, Employees, Vendors, Companies and relationships between each in VIZOR.

Groups - Assign IT Agents to groups within VIZOR or Active Directory to enable access to features and data for the users' role.

Automatic Contact Creation - Automatically create new contacts from incoming emails and associate them to existing companies based on the matching email address.

Monitor User Sessions – By choosing the web-based solution, you gain access to who is in what area of your VIZOR system at all times. You can determine peak login times as well as determine who logs off as a single user or monitor all your users.

Delegation - Assign a delegate, who can undertake activities, such as approvals, on behalf of the delegator.

Banners - Use banners in VIZOR to easily broadcast messages to end-users. Let users know of important news, downtime and more.

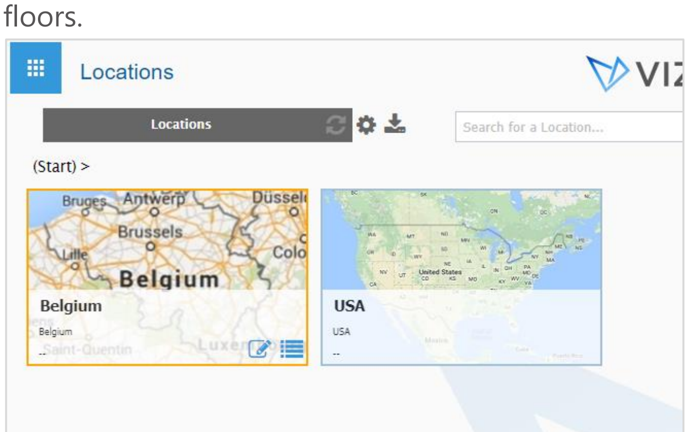
IT ASSET MANAGEMENT MODULE

FEATURES

Central Asset Repository - Your IT Assets rest in VIZOR, allowing you to easily search specific assets, create reports on them, and filter through data with queries

Who Has What - Assets can easily, even automatically, be allocated to employees while providing Department and Asset Managers with full asset visibility. Especially if an employee leave, asset recovery is ensured.

Asset Location Tracking - Track where assets are located, with support for hierarchies including buildings, campuses, and even specific rooms or floors.



Complete Asset Lifecycle - Track the complete lifecycle of assets, from employee request, through approval, procurement, provisioning and eventual retirement. Trigger and create lifecycle workflows, such as alerting the Department Manager should a sensitive device be lost or stolen.

Network Device Discovery & Inventory – Our network discovery finds and audits all assets on a network, including PCs, printers, routers and switches. Comprehensive PC inventory reports over 700 hardware characteristics utilizing multiple interrogation techniques.

Asset Depreciation Calculation - Calculate the current value of an asset based on built-in or custom depreciation schemes.

Asset Request Portal - End users or their managers can request assets and services utilizing custom forms per asset type. Requests pass through multi-level approval processes, potentially requiring specific approvers at different stages of the lifecycle. Asset requests are driven by your organization's needs.

Equipment Loan - Manage the complete loaning process including, request, check-out, users, check-in and equipment storage. Use barcode readers to scan equipment efficiently in and out without ever losing track of your inventory. Automatically notify users and asset managers of unreturned assets.

Bulk Assets - Manage stock, allocation and reordering of bulk assets such as lengths of network cable.

Pre-define Networked Assets - Enter networked assets before they are deployed and discoverable. Data related to such assets will be synchronized when the assets are later discovered and put in inventory.

Barcode Readers - Use barcode readers to scan multiple assets when receiving equipment and adding them into inventory. Use the barcode readers (anywhere) to identify and update their status, location or details.

Mass Asset Definition - Enter large quantities of assets with related purchasing and identification data.

Manage Other Assets - Manage non-network connected assets such as desks, chairs and employee access cards.

Import Existing Spreadsheets - Import your existing spreadsheets with your asset data.

Internet Domain Names - Manage Internet Domain Names, DNS and Registrars.

Notifications and Reminders - Stay on top of all IT processes such as warranties, expiry dates and maintenance renewals with timely email alerts and reminders. See the Email section of General Features for more detail.

Change History - Track all changes to an asset's inventory, purchase and allocation data with automated change history logging. See the Report section of General Features for more detail.

Documentation File Repository - Central and secure repository for all purchasing documentation, warranties and contracts related to IT assets.

SOFTWARE ASSET & LICENSE MANAGEMENT MODULE

FEATURES

License Entitlement Repository - Central repository for all details related to your license entitlements including supplier information and related documentation, so you can easily manage multiple purchases, agreements and maintenance contracts.

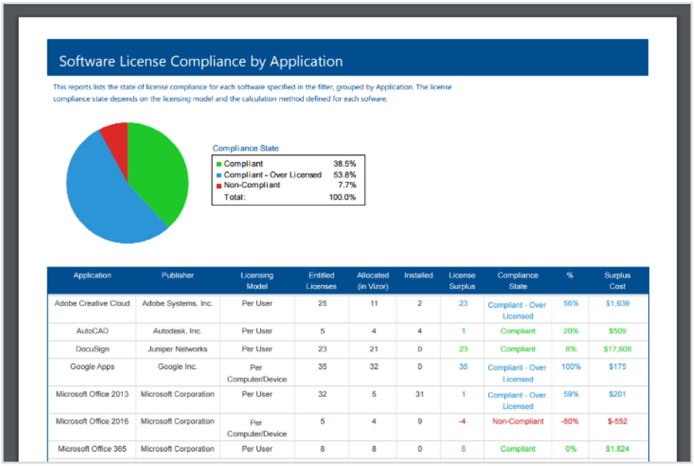
Purchases, Maintenance and Service - Manage all software related expenditure including license purchase agreements, maintenance contracts and service costs. Software expenditure is broken down, providing a clear view of total costs and average costs per user.

License Allocation - Simple allocation of licenses to users, computers, departments and locations.

License Key Allocation - License keys and serial numbers can seamlessly be allocated to specific users and computers. Keys can be mass allocated to all users and computers, or individually allocated based on the vendor's requirements.

Manage Cloud / SaaS Subscriptions - Manage and track (auto)renewing cloud service subscriptions for web apps like Salesforce and cloud computing platforms such as Amazon AWS and Microsoft Azure.

Effective License Position Reporting - Manage your software license compliance status with clear and accurate reports detailing your effective license position. See the Report section of General Features for more detail.



Software License Compliance by Application

This reports lists the state of license compliance for each software specified in the filter, grouped by Application. The license compliance state depends on the licensing model and the calculation method defined for each sofware.

Compliance State

Compliant	38.5%
Compliant - Over Licensed	53.8%
Non-Compliant	7.7%
Total:	100.0%

Application	Publisher	Licensing Model	Entitled Licenses	Allocated (in Vizor)	Installed	License Surplus	Compliance State	%	Surplus Cost
Adobe Creative Cloud	Adobe Systems, Inc.	Per User	25	11	2	23	Compliant - Over Licensed	56%	$1,939
AutoCAD	Autodesk, Inc.	Per User	5	4	4	1	Compliant	20%	$509
DocuSign	Juniper Networks	Per User	23	21	0	23	Compliant	8%	$17,808
Google Apps	Google Inc.	Per Computer/Device	35	32	0	35	Compliant - Over Licensed	100%	$175
Microsoft Office 2013	Microsoft Corporation	Per User	32	5	31	1	Compliant - Over Licensed	59%	$201
Microsoft Office 2016	Microsoft Corporation	Per Computer/Device	5	4	9	-4	Non-Compliant	-80%	$-552
Microsoft Office 365	Microsoft Corporation	Per User	8	8	0	8	Compliant	0%	$1,824

Over-Licensed Reporting - Powerful reports detail the cost of surplus licenses in your organization. Over compliance thresholds can easily be specified to ensure you are only alerted when appropriate. See the Report section of General Features for more detail.

Complex Licensing Compliance - Support complex compliance schemes such as per CPU and per core licensing models. VIZOR's extensible license compliance engine can also support custom license compliance calculations so your effective license position is always accurate.

Software Inventory Normalization - Transform raw inventory data into usable information for license and software asset management by eliminating noise from inventory data such as garbage versions, patches and driver updates.

Version Consolidation - Valid license versions can be grouped and managed as a single application or suite permitting easy management of volume license program downgrade rights.

Suite Consolidation - Simple grouping of identified applications into suites or software bundles.

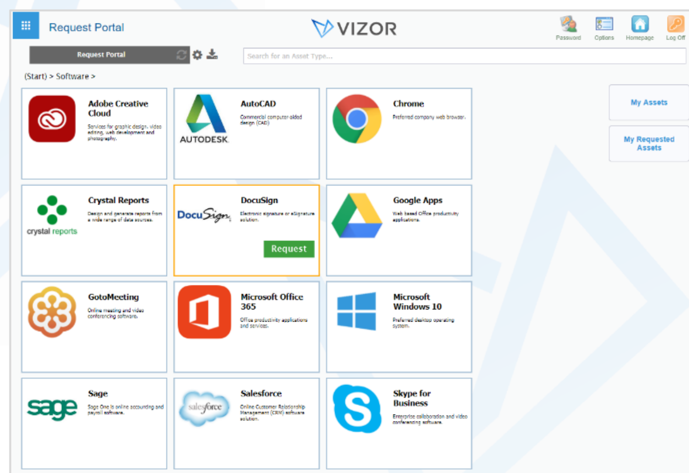
Network Device Discovery & Inventory - Our network discovery finds and audits Windows desktops, laptops, servers and virtual machines. Comprehensive software inventory utilizes multiple interrogation techniques.

License Key Discovery - Track discoverable license keys stored in computers and link them to the appropriate software asset or license record. For certain software, this may help you identify potentially incorrect installations. *(additional cost)*

Import Existing Spreadsheets - Import your existing license entitlement spreadsheets.

Notifications and Reminders - Stay on top of license subscriptions / maintenance renewals and compliance position with timely email alerts and reminders. See the Email section of General Features for more detail.

Software Request Portal - Software request portal is an app-store for your organization. End users or their managers can request software applications or cloud services reducing overspending and waste from over provisioning. Requests pass through multi-level approval processes, eliminating shadow IT and helping towards compliance.



License Recycling - Automatically return licenses back to the pool when employees leave or no longer require the software.

Usage Monitoring / License Re-harvesting - Track software usage and re-harvest unused software. (Requires VIZOR agent).

Automate Software Delivery - Leverage existing application deployment infrastructure in SCCM or Active Directory to automate software delivery.

Activity Tracking - Track changes all stakeholders make to software assets and license entitlements through activity log and change history features.

Documentation File Repository - Central and secure repository for all proof of purchase documentation and certificates related to software assets.

IT SERVICE MANAGEMENT MODULE

FEATURES

Best Practice Processes - Ready to use "out-of-the-box" with best practice ITIL incident, problem and change management processes.

Tasks - Organize your team's work into Tasks. Tasks are the discreet pieces of work that are required to complete an issue or project. They are assigned and have their own full lifecycle and workflow. Specify that a project or issue can only be "Complete" when all the Tasks are complete. Each Task is time-tracked and work can be measured among members of the team.

Change Management - User-friendly and efficient Change Management. VIZOR offers multi-level approvals and voting for Change Requests across departments, and you can tailor the processes to reflect your policies and organizational structure.

Categorization - Easily create incident and changes categories appropriate to your organization. Categories and any number of sub- categories can be linked permitting automatic filtering.

Self-Service Portal - Allow IT end users and customers to submit issues, check on the status of existing issues and review the knowledgebase, without using a support resource.

Submit Forms - Custom end user or customer forms can easily be integrated with existing internet and intranet web sites.

Paste Images / Screenshots - Users can simply paste an image or screenshot from their clipboard. In addition to uploading files, end users can paste images as they would do into an email or Microsoft Word document.

Knowledgebase & FAQ - Knowledgebase articles can easily be created and consumed to ensure quick and consistent responses to end user requests.

Template Reponses - Save time with canned responses to frequent queries. Ensure your standards are met using customizable email templates for the responses and add macros to templates to automatically personalize replies.

Email Integration - Emails can be sent and received from VIZOR, eliminating the need to rely on Outlook for your helpdesk. See the Email section of General Features for more detail.

Automatic Ticket Routing / Assignment - Issues can be automatically allocated based on issue categorization or keywords within an email subject line or message body.

VoIP Integration - Preparing analysts by automatically displaying the personal details and issues relating to the person calling.

Team Working - Issues can be assigned to a specific team, manually or through workflow rules. Teams or users are notified of issues assigned to them and may select a particular issue to work on.

SLA Management - Manage the definition, documentation and requirements of Service Level Agreements with customers, departments, contacts and suppliers.

Escalation - Create sophisticated escalation rules to ensure your service level agreement goals and commitments such as response and closure time are met.

Operational Hours - Configurable operational hours and holidays can easily be specified ensuring SLA compliance reports are accurate.

Customizable UI, Data Fields & Workflows - 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 organization's exact requirements. See the Customization section of General Features for more detail.

Report Library - Over 50 service management reports are available "out-of-the-box". Trends can be analysed by time, analyst, topic, and any other metrics, keeping managers informed and prepared for future incidents. See the Report section of General Features for more detail.

Ultra-Flexible Workflows - Implement any workflow requirements to ensure your Service Desk is efficient. If your needs change, it is very easy to configure VIZOR to grow with your organization, implement different workflows and reflect your new policies.

Unlimited Queues - There is no limit on how many Queues you can create and who has access to them.

Owners and Business Analysts - Appoint an Owner, a Business Analyst and a Super User for each category of a ticket. Business Analysts and Super Users also have specific roles and receive specific notifications according to your internal processes.

Time Tracking - Track which users, customers, departments and ticket types are consuming your team's time with sophisticated time tracking capabilities including a stop watch and manual time entry.

Activity Log - Clear and readable Activity summarizes the ticket history including all emails sent and received related to ticket.

History and Audit Trace - See an automated and detailed History for every ticket. Know who changed what, when and from where. History includes the source computer/IP address in addition to the user, time and change for the best security and audit trace.

Critical Issue Management - Take advantage of expedited workflows and special colour-coded UI for critical issues. This set of features allows you to have pre-approved and special alerts for these critical issues, ensuring they are handled the way your organization needs.

VIP Users - Colour-coded UI highlights important end users or customers to support analysts.

Notifications and Alerts - Receive notifications of the updates to tickets and alerts regarding unattended or stalled tickets.

Link to Assets - Link tickets to Assets, providing simple access to asset details from ticket view and reporting on asset reliability.

Related and Child Tickets - Keep the relationship between associated tickets whilst giving each its own lifecycle and ownership allocation.

Surveys - Monitor the level of service being provided with custom satisfaction surveys emailed to the submitter when their issue is resolved. Surveys support simple Yes/No questions, star ratings, comment and multiple choice fields.

New Employee Onboarding - Automatically create tickets or change requests to support the onboarding of new employees based on their role.

Automation - Automate the most frequent IT tasks like user account provisioning. Automatically create new Active Directory accounts with required privileges for new employees and revoke access to Active Directory, Email and other systems when they leave.

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