SapphireIMS 5.0 ITAM Suite Feature Specification v1.7

Overview

Organizations are realizing significant cost savings and improved planning capabilities through integration of the entire asset lifecycle. Strong IT asset lifecycle management practice is the key to the organization ROI on IT assets. It helps the organization to have a realistic view of the IT asset allocation, utilization and thus providing critical data to make well-informed business decisions about the future procurements. SapphireIMS Asset Management is a comprehensive Asset Lifecycle Management Solution that enables you to manage IT and Non-IT Assets from Procurement to Retirement.

SapphireIMS Asset Management Solution is an all-in-one package of Configuration Management Database (CMDB), Agent-Less and Agent-Based Inventory Management System and System Management (IT Automaton) that make Asset Management very easy and effective with proven IT Asset Life Cycle Management Process and Technology Solutions to achieve greater savings and efficiency on investments.
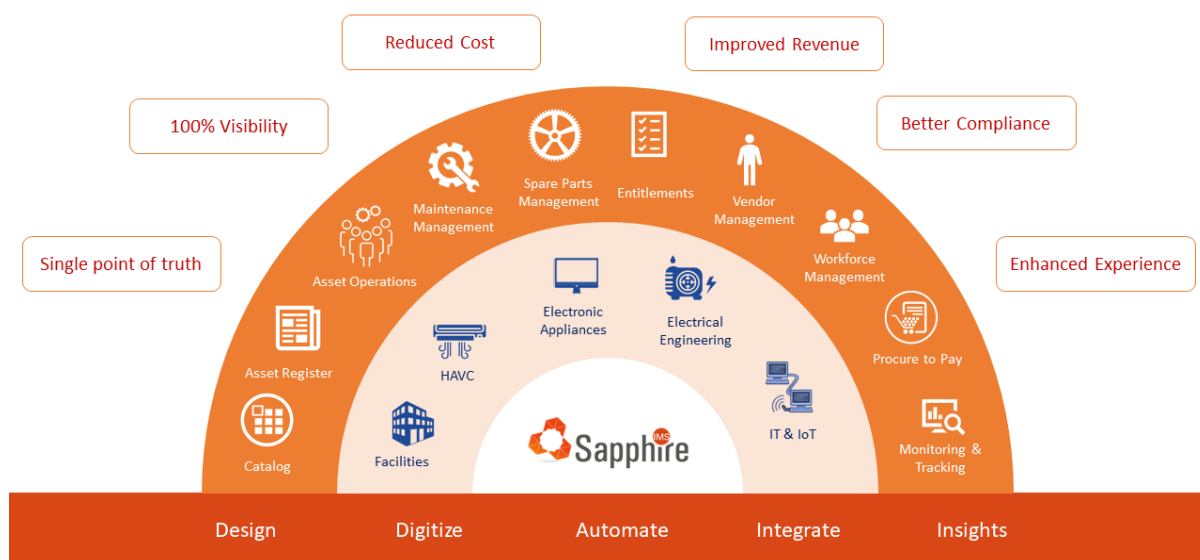
Highlights

- ✓ Discover and manage Heterogeneous Assets using Standard Protocols
- ✓ Bulk import of Heterogeneous Assets into the CMDB through Excel File
- ✓ Stay in control of all the inventory information including any changes to the base lined inventory
- ✓ Map assets with additional fields like an Inventory Tag, Warranty Period, AMC Period, Service Provider etc.
- ✓ Manage Assets: Control, Organize and Centralize with up to date the information and use the appropriate information to make critical and key business decisions. Track assets from Procurement to Retirement
- ✓ Get detailed inventory and asset reports in standard document formats
- ✓ Supports extended inventories like MS SQL and Oracle Database Inventory
- ✓ Virtual Machine Inventory for ESXi Server and Cluster and Hyper-V Server
- ✓ Integrate the ITAM process seamlessly with SapphireIMS Service Desk

Key Features and Differentiators

End-to-end asset management solution

"Single Source of Truth" asset management data

Seamless data flow between financial to operations systems

Dynamic update of data through the asset lifecycle

Integrated and automatic reconciliation

Highly configurable and adaptable

SapphireIMS Asset Management Functional Blocks

Reduced Cost

Improved Revenue

100% Visibility

Better Compliance

Single point of truth

Enhanced Experience

Maintenance Management

Spare Parts Management

Entitlements

Vendor Management

Asset Operations

Workforce Management

Electronic Appliances

Electrical Engineering

Asset Register

HAVC

Procure to Pay

Catalog

Facilities

IT & IoT

Monitoring & Tracking

Sapphire

Design   Digitize   Automate   Integrate   Insights

Asset Lifecycle Management

Provides One Solution for Five Stages of IT and non-IT Asset Management and enables you perform vital activities in each stage of an Asset.

Procurement

- ✓ Manage Purchase Requests through PO Creation and Service Desk Approval System
- ✓ Create Warranty Contracts and associate them with Assets

Deployment and Discovery

- ✓ Deploy the Assets & change the State from In Stock to Allocated
- ✓ Discover the deployed Assets in the network and collect Hardware and Software Inventory
- ✓ Capture User, Project & Department details
- ✓ Add Asset Dependencies and Manage Relationships
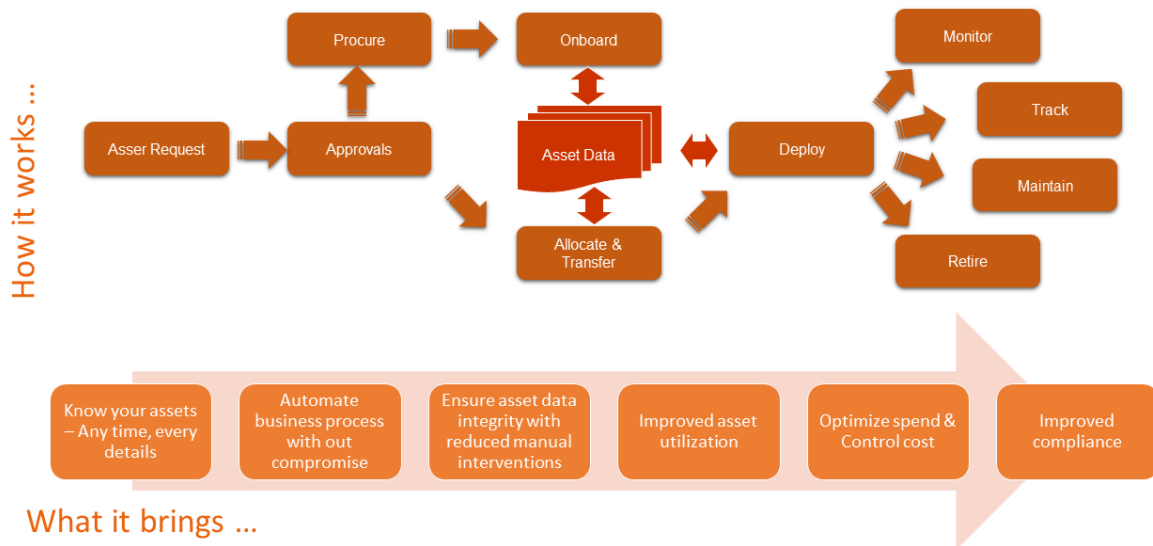- ✓ Perform Asset Reconciliation

Maintenance

- ✓ Schedule Hardware & Software Audits and track the Inventory Changes
- ✓ Manage Software Licenses, License Compliance, and Software Compliance etc.
- ✓ Perform System Management & IT Task Automation
- ✓ Track Asset Depreciation and Total Cost of Ownership
- ✓ Create AMC Contracts and associate them with Assets

Support

- ✓ Maintain Asset Contracts and Vendor Information
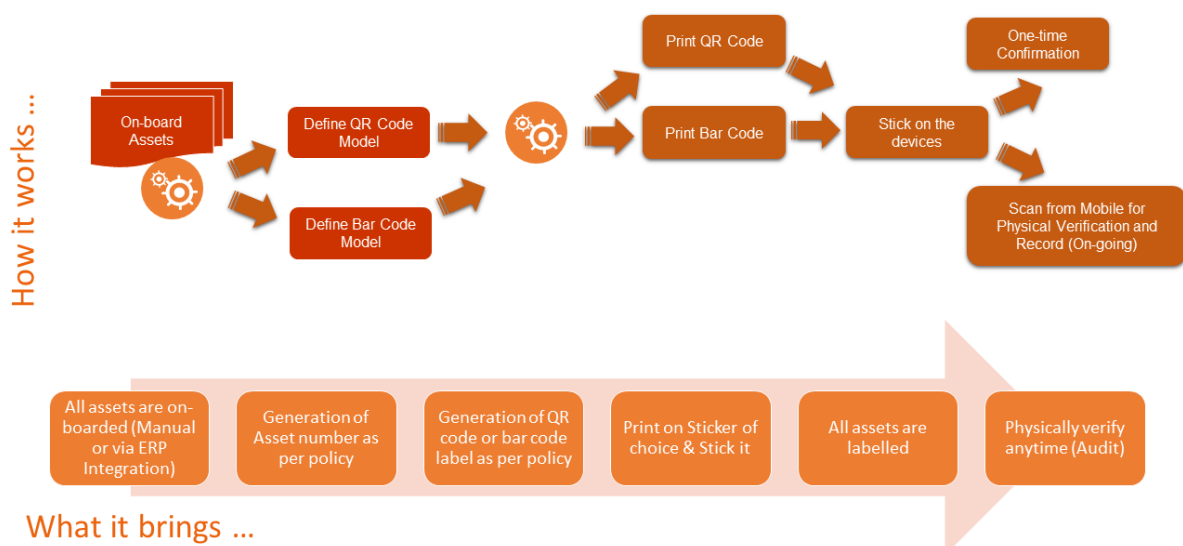- ✓ Manage AMC and Warranty Notifications through Email and SMS Alerts

Retirement and Disposal

- ✓ Change Asset State to Retired/Disposed
- ✓ Capture purpose for retiring an Asset

How it works …

Asser Request → Approvals → Procure → Onboard → Asset Data → Deploy → Monitor / Track / Maintain / Retire

Allocate & Transfer

What it brings …

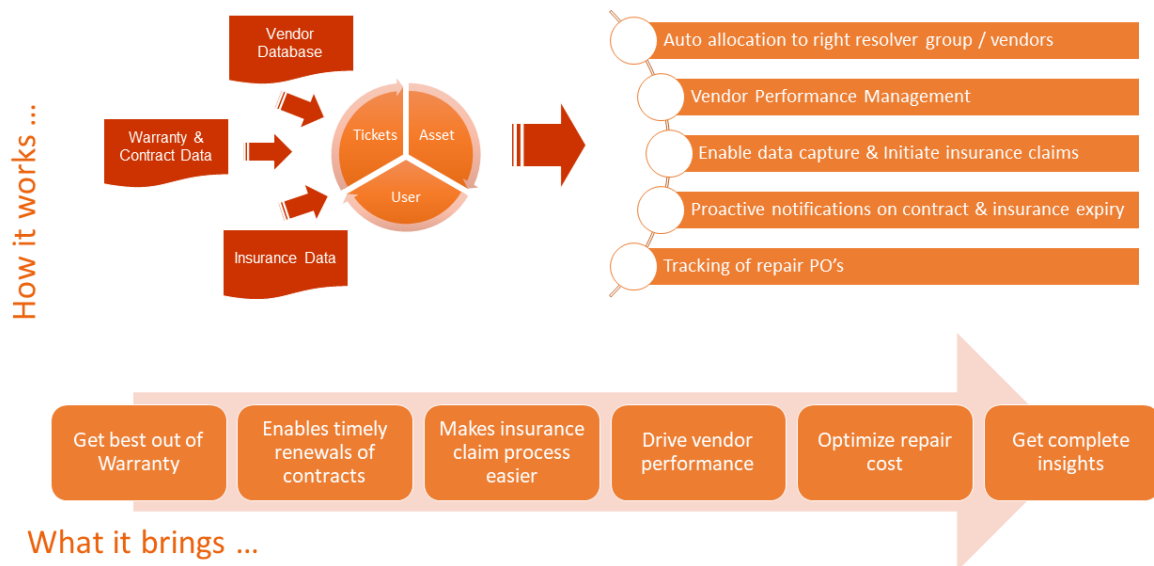| Know your assets – Any time, every details | Automate business process with out compromise | Ensure asset data integrity with reduced manual interventions | Improved asset utilization | Optimize spend & Control cost | Improved compliance |

Integrated Barcoding and QR Coding System

- ✓ Generate and Print Barcode and QR Code Tags for Assets
- ✓ Verify Assets through Barcode and QR Code Reader
- ✓ Verify Assets Online and Offline by scanning Barcode or QR Code through iOS and Android OS based Physical Asset Verification (PAV) Mobile App and tag Location of the Scanned CMDB Asset on Map
- ✓ Customize Barcode and QR Code Attributes to support various Barcode and QR Code Printers

How it works …

On-board Assets → Define QR Code Model / Define Bar Code Model → Print QR Code / Print Bar Code → Stick on the devices → One-time Confirmation / Scan from Mobile for Physical Verification and Record (On-going)

What it brings …

| All assets are on-boarded (Manual or via ERP Integration) | Generation of Asset number as per policy | Generation of QR code or bar code label as per policy | Print on Sticker of choice & Stick it | All assets are labelled | Physically verify anytime (Audit) |

Vendor, Purchase Order and Contract Management

- ✓ Design and Create Purchase Orders and integrate them with Service Desk
- ✓ Create AMC, Warranty, and other Contract Documents
- ✓ Associate PO and Contract Documents with Assets and perform Relationship Management

How it works ...

Vendor Database

Warranty & Contract Data

Insurance Data

Tickets | Asset | User

- Auto allocation to right resolver group / vendors
- Vendor Performance Management
- Enable data capture & Initiate insurance claims
- Proactive notifications on contract & insurance expiry
- Tracking of repair PO's

What it brings ...

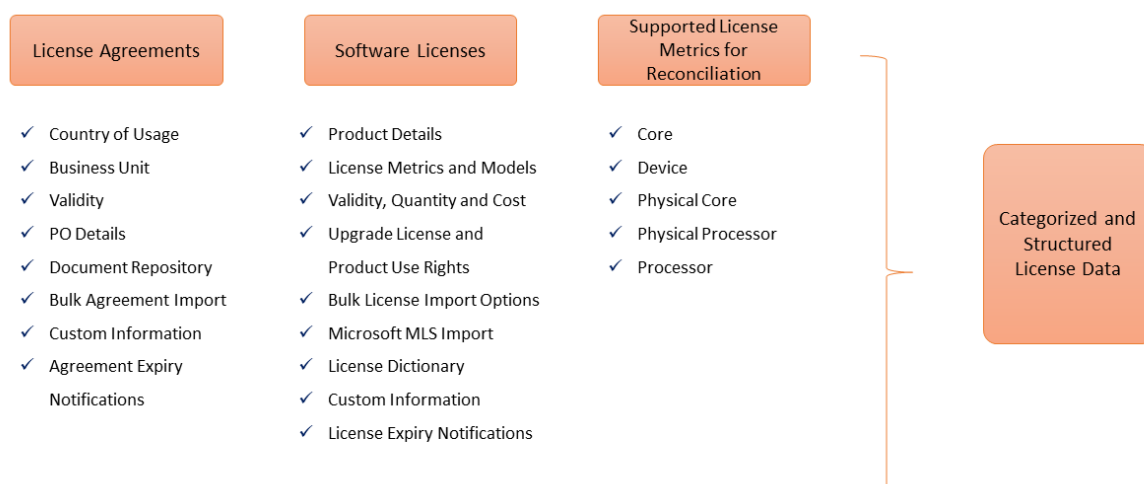| Get best out of Warranty | Enables timely renewals of contracts | Makes insurance claim process easier | Drive vendor performance | Optimize repair cost | Get complete insights |

Agent-Less Discovery

- ✓ Discovers IP Devices using Industry Standard protocols like WMI/SNMP/SSH/WBEM
- ✓ Supports various types of IP Devices and Operating Systems (Windows/Linux/AIX/Unix etc.)
- ✓ Supports Discovery and Inventory Management for Disk Based Thin Clients with Embedded Windows or Linux or Mac OS is installed
- ✓ Auto Device Type Categorization
- ✓ Configurable Discovery Interval
- ✓ Hardware and Software Data Collection
- ✓ Application Discovery and Dependency Mapping (ADDM) to discover the Business-Critical Applications, map the dependency between the discovered Applications and display the dependencies in a Map View
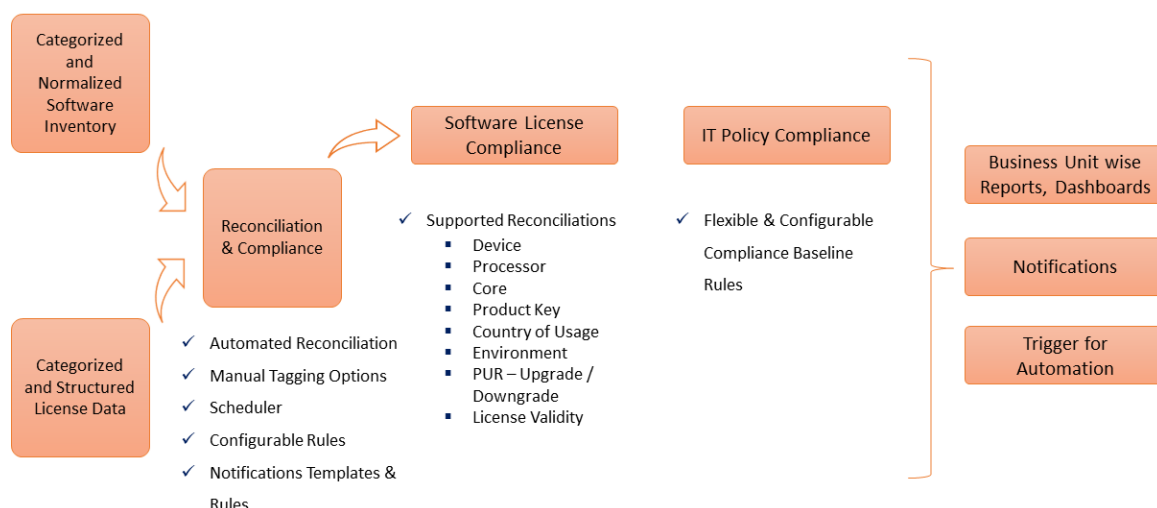
Agent-Based Discovery

- ✓ Intelligent and Light Weight Agent
- ✓ Remote Mass Agent Deployment
- ✓ Master Agent to reduce Bandwidth Utilization
- ✓ Support for Windows, Linux, and Mac OS Systems
- ✓ Supports Discovery and Inventory Management for Disk Based Thin Clients with Embedded Windows or Linux or Mac OS is installed
- ✓ Auto Device Type Categorization
- ✓ Configurable Discovery Interval
- ✓ Hardware and Software Inventory Data Collection
- ✓ Application Discovery and Dependency Mapping (ADDM) to discover the Business-Critical Applications, map the dependency between the discovered Applications and display the dependencies in a Map View

OS and Software License Compliance Status Tracking

- ✓ Effective vigil against the license usage is must to save the cost as well as to avoid license violations.
- ✓ Master License inventory to hold the existing licenses purchased from various vendors.
- ✓ Ability to add the licenses as per the purchase models with an ease to map to Purchase orders
- ✓ Support for time based and permanent licensing approaches
- ✓ Dynamically retrieved software inventory in the organization
- ✓ License Usage analysis and Reporting
- ✓ Violation reports along with the installation details enabling organization to quickly act and be compliant all the time

License Agreements

- ✓ Country of Usage
- ✓ Business Unit
- ✓ Validity
- ✓ PO Details
- ✓ Document Repository
- ✓ Bulk Agreement Import
- ✓ Custom Information
- ✓ Agreement Expiry Notifications

Software Licenses

- ✓ Product Details
- ✓ License Metrics and Models
- ✓ Validity, Quantity and Cost
- ✓ Upgrade License and Product Use Rights
- ✓ Bulk License Import Options
- ✓ Microsoft MLS Import
- ✓ License Dictionary
- ✓ Custom Information
- ✓ License Expiry Notifications

Supported License Metrics for Reconciliation

- ✓ Core
- ✓ Device
- ✓ Physical Core
- ✓ Physical Processor
- ✓ Processor

Categorized and Structured License Data

IT Policy Compliance Status Tracking

SapphireIMS helps the organizations to perform effective IT Policy audit of their existing infrastructure against well derived organization policies. The policy rules can be based on the inventory parameters like Hardware or Software as well as against critical asset parameters like AMC or Warranty Date.

- ✓ Mapping of organization IT policies into SapphireIMS policy rules
- ✓ Support for multiple policies
- ✓ Logical mapping of policies and the systems expected to comply
- ✓ Easy generation of compliance and non-compliance reports

Custom Inventory

File Trawl:

- ✓ Generates an inventory of the files present in a system along with their attributes (like Manufacturer, Location, and Size etc.)
- ✓ The files to be scanned can be chosen based on File Name, Extension, and Size etc.

Custom Registry Scan:

- ✓ Generates an inventory of the registry keys present in a system along with their values
- ✓ The registry keys to be scanned can be chosen selectively

Custom WMI Item Scan:

- ✓ Generates an inventory from the output of a WMI Class present in a system
- ✓ The WMI Class to be queried can be chosen selectively and the output can be filtered using Filter Conditions

End User Data Gathering:

- ✓ Collects End User Data using Custom Data Collection Forms
- ✓ The Data Input Fields in the Custom Form can be customized as per the requirements
- ✓ Supports sending On-Screen Announcements to the End User System
- ✓ The Custom Forms and Announcements can be published to selected nodes for a specific time-period

Software Normalization

- ✓ Normalize Software based on Manufacturer, Category, Type and Product
- ✓ Supports creating custom normalization parameters (Manufacturer, Category, Type and Product)
- ✓ Pre-defined Software Normalization Rules to normalize standard software
- ✓ Ability to write Custom Normalization Rules to tag Software to a specific Manufacturer, Category, Type and Product automatically or post approval using Logical Operator and Regular Expression based Constructors
- ✓ Dashboard and Reports based on Normalized Software Data

Microsoft OS and Software Patch Management

- ✓ Scans Windows OS Systems Online and Offline on scheduled basis to find the Missing Patches and reports them through Dashboard and Report
- ✓ Support for Patch Profiles to Include/Exclude Systems and Mark Systems as Critical for Patch Management
- ✓ Automatic or Manual Approval of Missing Patches
- ✓ Scheduled or On-Demand Patch Deployment
- ✓ Supports Microsoft Windows 10 Feature Pack/Creators Update Deployment to upgrade Windows 7, Windows 8, Windows 8.1, and Windows 10 OS to latest version of Windows 10 OS
- ✓ Reduces Bandwidth Utilization through Master Agent
- ✓ Controls System Reboot through Reboot Policy

Linux OS Patch Management

- ✓ Supports Patch Management for Red Hat (RHEL), Debian, Ubuntu, CentOS, SUSE, openSUSE, Fedora Operating Systems
- ✓ Support for Patch Profiles to Include/Exclude Systems and Mark Systems as Critical for Patch Management
- ✓ On-Demand and Scheduled based Patch Scan to find the Installed and Missing Patches automatically
- ✓ Supports Manual Approval for Patch Installation
- ✓ On-Demand and Scheduled based Patch Deployment
- ✓ Supports Patch Scan and Patch Deployment retry on failure

Third Party Software Patch Management

- ✓ Supports Third Party Software Patch Management for Windows, Linux, and Mac Operating Systems
- ✓ Support for Patch Profiles to Include and Exclude Systems for Patch Management
- ✓ On-Demand and Scheduled based Patch Scan to find the Installed and Missing Patches automatically
- ✓ Supports Manual Approval for Patch Installation
- ✓ On-Demand and Scheduled based Patch Deployment
- ✓ Supports Patch Scan and Patch Deployment retry on failure

System Management (IT Automation)

- ✓ Built-in common System Management Tasks
- ✓ Facility to execute Batch File, VB Script, and Bash File
- ✓ Software Installation (MSI and Silent Executables)
- ✓ Software Un-installation (MSI and Silent Executables)
- ✓ Remote Control
- ✓ Windows Power Policy Management
- ✓ Installed Antivirus Details
- ✓ Incremental File and Folder Backup
- ✓ USB Mass Storage Device Whitelisting
- ✓ Blacklisted Software Usage Blocking based on Software MSI File Name, Executable File Name (with Wildcard support) and Executable Checksum
- ✓ Blacklisted Software Installation Blocking based on Software Installer MSI File Name, Executable File Name (with Wildcard support) and Executable Checksum

✓ Automatic Uninstallation of Blacklisted Software

Hardware and Software Change Tracking

✓ Maintains Hardware and Software Change Logs
✓ Change Analysis through Change Log Dashboard
✓ Alarms and Email and SMS Alerting on Meaningful Changes using Alarm Unification
✓ Linking of Changes to Service Desk Tickets

Dashboards and Reports

✓ Ready to use Dashboards along with facility to create Custom Dashboards
✓ Industry standard Built-in Reports
✓ Custom Report Builder
✓ Export Reports to Excel and PDF Files
✓ MIS Reports
✓ Scheduling of Reports for automatic Report generation and emailing of the same