



mobile made easy.

# SMART IT Asset Management

INCREASED  
FLEXIBILITY AND  
EFFICIENCY MAKE  
YOUR IT ASSET  
MANAGEMENT  
SOLUTION MORE  
VIABLE

With SMART for IT asset management (ITAM), network administrators, help-desk workers and IT technicians use mobile devices to better manage service requests and assets with remote access to detailed hardware and software data. By eliminating paperwork and improving asset tracking, SMART increases productivity and lowers IT costs.

With SMART, technicians are able to quickly and accurately complete service orders and update asset information using the latest mobile technology, including barcode and RFID readers. They can also better manage service requests and asset management with electronic access to move, add and change (MAC) requests at the point of performance.

Built on Syclo's AGENCY™ platform, proven technology deployed at hundreds of organizations worldwide, SMART ITAM is fully configurable and easy to learn and use. SMART runs on a multitude of devices and works in real time or offline when out of wireless coverage.



## BUSINESS BENEFITS

- Eliminate paperwork and increase productivity.
- Work more efficiently and improve quality of service.
- Capture more data for IT asset auditing and problem tracking.
- Maintain service level agreements and improve reporting.

## IMPROVE TECHNICIAN PERFORMANCE AND CLIENT SATISFACTION

SMART ITAM gives technicians the data they need to better troubleshoot. With detailed MAC requests at the point of performance, technicians can more quickly resolve incidents and maintain service level agreements.

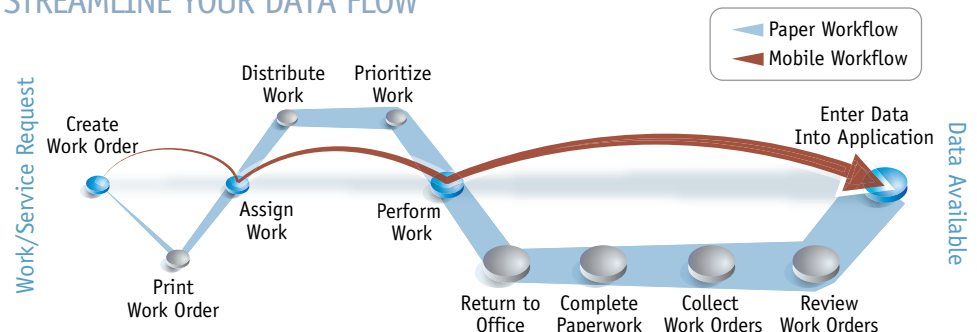
## AUTOMATE WORKFLOW AND IMPROVE EFFICIENCY

By eliminating paperwork, mobile computing allows IT technicians to increase productivity and work more efficiently. Data updates are automatically uploaded to a problem/request tracking system, providing managers with an electronic audit trail of work being performed.

## IMPROVE AUDITING AND INVENTORY MANAGEMENT

Using barcode or RFID scanners, assets can be quickly identified and attributes (e.g., screen size, OS, special configurations) are easily updated using pull-down menus. New software or hardware installations are accurately noted to improve inventory management.

## STREAMLINE YOUR DATA FLOW



The SMART Mobile Suite of out-of-the-box solutions enables your organization to quickly reach a new level of efficiency — significantly affecting the bottom line and lowering the total cost of ownership.

## FEATURES AND FUNCTIONS

### Barcoding and Wireless Capabilities

- Scan equipment and create a new service order in seconds.
- Download pending service orders in real time or utilize "push" technology to send emergency incident reports.

### e-Signature and Time Tracking for Reporting

- Create an electronic audit trail for better asset tracking and expense reports.
- Confirm work completed for service level agreements.
- Automatically track employee time.

SMART is rapidly deployed, scalable and 100% configurable. Built on the Agentry platform, SMART is future-proof and simple to upgrade. With SMART ITAM, it's fast and easy to add new users and devices. Configure SMART ITAM without writing code.

## SMART Mobile Suite

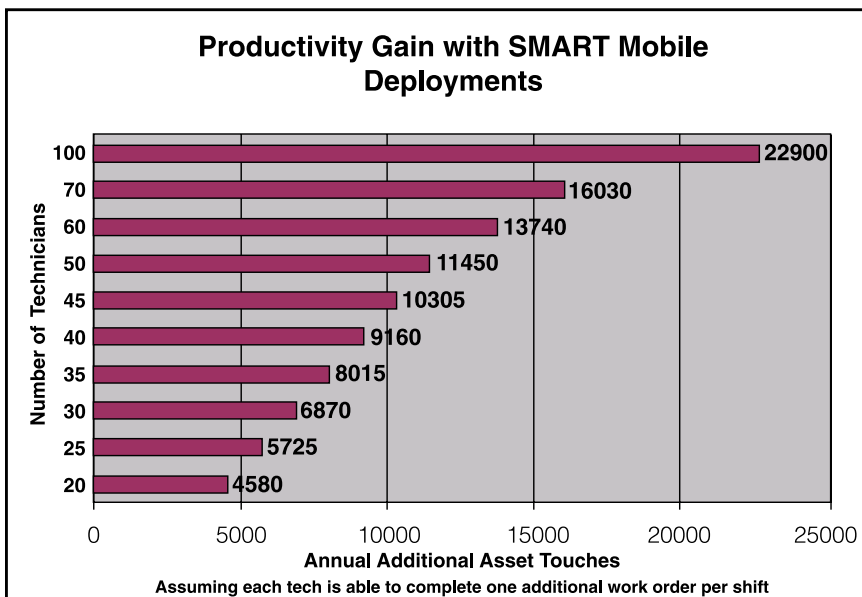
Syclo's SMART Mobile Suite is a comprehensive family of prepackaged and preintegrated applications all designed to increase productivity, improve data accuracy, automate workflow and significantly lower operating costs. Products include Work Manager, Inventory Manager, Auditor, Inspections, Rounds, Schedule and more. Companies can maximize their investment in mobile technology by deploying multiple SMART products across functions.

## AGENTRY MOBILE PLATFORM

Syclo's flagship Agentry™ platform provides the flexibility and agility that organizations need to design, develop and deploy customized solutions quickly and cost-effectively. Completely configurable and future-proof, the service-oriented architecture seamlessly integrates with existing systems and supports a variety of languages, peripherals and networks for real-time wireless or offline computing.

## ABOUT SYCLO

Since 1995, Syclo has helped more than 800 organizations across industries leverage mobile technology to streamline workflow and improve productivity. Syclo's solutions make data collection and decision making faster, easier and more reliable — reducing costs and driving more value from enterprise systems. Together, Syclo's Agentry™ platform and SMART Mobile Suite products help companies gain a real-time, 360-degree view of operations to support ongoing growth and profitability.



Because Syclo's SMART products maximize data flow and communication among personnel, overall productivity dramatically increases with each additional technician on staff.



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