



samanager

A GUIDE TO
**SAMANAGE SERVICE DESK
& IT ASSET MANAGEMENT**

Cloud-based & ITIL-Certified.
Ticketing, Asset Management & more.

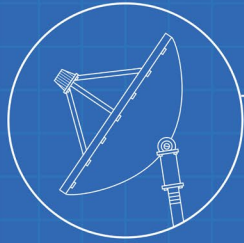
Team, Business & Professional Edition

PROJECT NO.

TABLE OF CONTENTS

A GUIDE TO SAMANAGE SERVICE DESK Cloud-based & ITIL-Certified. Ticketing, Asset Management & more.

TEAM, BUSINESS & PROFESSIONAL EDITION FEATURES



IT Service Portal



Service Desk

IT Asset Management

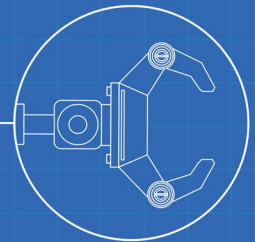
- Hardware Inventory
- Software Inventory
- Risk Detection
- CMDB



Dashboards & Reports

Risk Detection

Integrations



Inventory

Contract & License Management

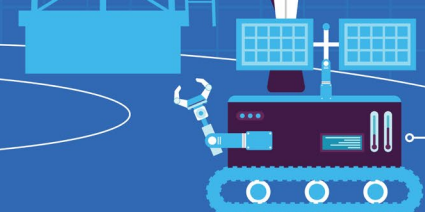
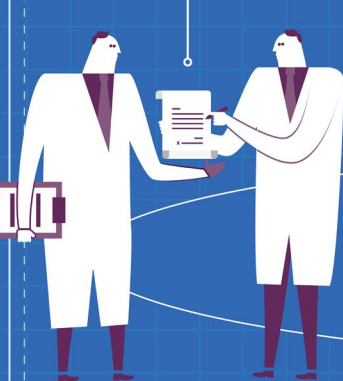
Service Level Management

ITIL
CERTIFIED

ITIL-Certified

Automations

Platform



02 About Samanage

03 IT Service Portal

04 ITIL Ready

05 Service Level Management

06 Service Portal

07 Knowledge Base

08 IT Asset Management

09 Inventory (Hardware & Software)

10 Contract & License Management

11 Risk Detection

12 CMDB

13 Platform

14 Dashboards & Reports

15 Automations

16 Integrations



More than 1,400 customers in 55 countries.

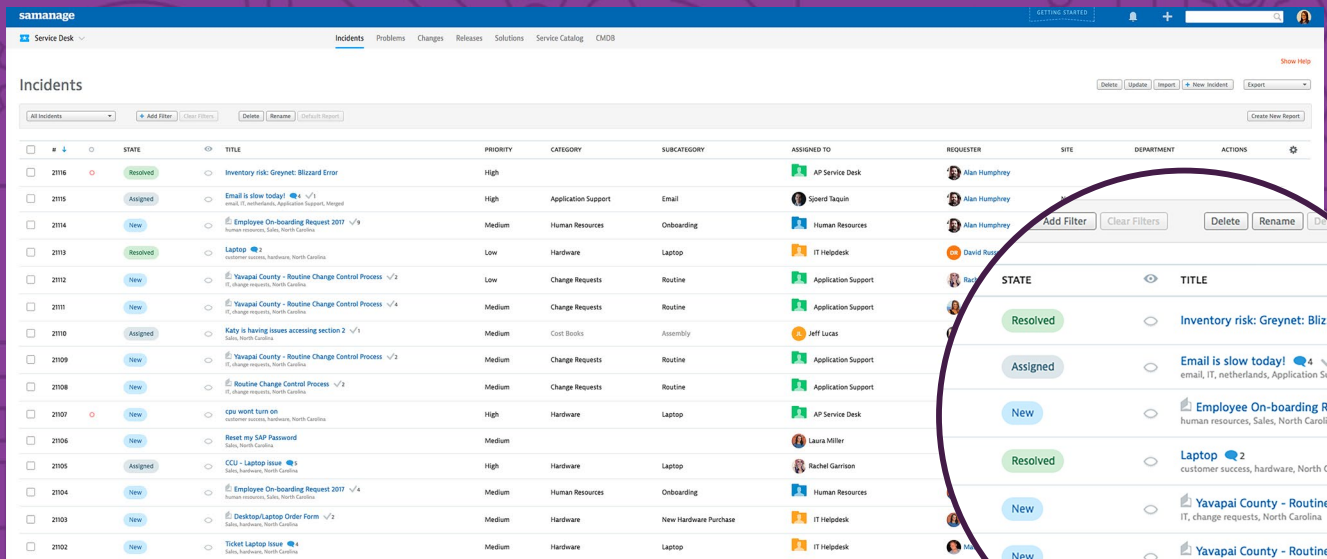
Offices in Cary, NC | Rotterdam, Netherlands | Netanya, Israel | Sydney, Australia

At Samanage we build beautiful software that delivers real business value to each and every customer – fast.

Software that's easier to use than any other IT service management solution you've seen. We strive to deliver results faster than anyone else out there. We also believe that our customers

deserve the very best software experience. It is our mission. It is our passion. Every day.

We introduced an IT asset management solution in 2007, and quickly followed with the addition of an IT service desk software in 2009. Since then we have leveraged the cloud to react quickly to changes in the market, to new technologies, and to our customers' needs. We constantly innovate and enhance the business value of our offerings.



From ticket submission to resolution, and all of the questions, escalations, and approvals required in between, Samanage powers an agile, scalable, and automated service desk solution.

Empowering service desks big and small, Samanage allows IT teams of all sizes to strive for service excellence and exceed customer service expectations by easily managing tickets and service requests. With the Samanage IT Service Desk, you can quickly increase productivity by automating service requests from your employees, reducing support workload, and delivering a superior service experience across your organization.

- **Enhance Service Desk Operations**

From the number of tickets to ticket assignment, you can see escalations, manage tasks, and track and measure successes in real-time.

- **Improve Communication, Everywhere**

Identify roadblocks, put processes in place, and chart a path to improved communication from IT to the rest of the organization.

- **Increase Customer Satisfaction**

Give your users the ability to submit tickets in the way that makes the most sense to them, then decrease response time and increase your resolution time.

ITIL-Ready



Samanage is ITIL-Certified, supporting the entire lifecycle – from incident, problem, change, and release management – to help you streamline service management processes.

The best practice approach within the Samanage Service Desk puts automations in place to help you seamlessly manage the processes required to effectively manage the delivery of IT services and support.

- Problem Management**

Ensure that you find permanent solutions to problems and prevent repeat incidents that cause unnecessary service disruptions.

- Change Management**

Samanage allows stakeholders to create new change requests, estimate impact, and choose the right priority level for the change.

- Release Management**

Increase the efficiency of technology development and implementation, while minimizing disruptions to end users and core business activities.

- Incident Management**

Achieve the ultimate goal of incident management -- prevent the interruption of business processes or other IT services.

The screenshot displays the 'Problems' section of the Samanage Service Desk. The interface includes a navigation bar with 'Incidents', 'Problems', 'Changes', 'Releases', 'Solutions', 'Service Catalog', and 'CMDB'. Below the navigation, there are filter and action buttons like 'Add Filter', 'Clear Filters', 'Delete', 'Rename', and 'Default Report'. The main area contains a table of problem records with columns for ID, State, Title, Priority, Last Update, Requester, Change, Incidents, and Actions. A circular callout highlights a row with ID 618, State 'Closed', Title 'Slack is unavailable', Priority 'High', Last Update 'Mar 20, 2017', Requester 'Matt Cox', and Incidents '#2071, #2072, #2073, #2074, #2075, #2076, #2084, #2087, #2087'.

ID	STATE	TITLE	PRIORITY	LAST UPDATE	REQUESTER	CHANGE	INCIDENTS	ACTIONS
620	Closed	Plumbing	Medium	Apr 24, 2017	David Russell	#2108, #2109, #2109, #2120		
619	Closed	Redesign Webpage problem	Medium	Apr 12, 2017	Rylee Ulrich	#370	#20748, #20915, #20993	
618	Closed	Slack is unavailable	High	Mar 20, 2017	Matt Cox	#106	#2071, #2072, #2073, #2074, #2075, #2076, #2084, #2087, #2087	
617	Closed	Hand held scanner (toshiba ABC123) not syncing	Medium	Mar 15, 2017	Jonathan Jones	#364	#18131, #20683	
616	Closed	Testing problems	Medium	Mar 10, 2017	Suzanne Lagerfeld	#360	#20601, #20602, #20603	
615	Closed	Problem Test	Medium	Mar 22, 2017	Tim Lawes	#20682		
614	Closed	Teleprompter	Medium	Apr 21, 2017	Yuvai Pecht	#20669, #20670, #20671, #2114, #2112, #2118		
613	Closed	Server Down	Medium	Mar 28, 2017	Tim Maara	#191	#19172, #20236, #20291, #20546, #20548, #20549, #20553, #20560, #20562, #20538, #20618, #20701	
612	Closed	Exchange Server Down, no hay email desde ayer	None	Feb 23, 2017	Matt Cox	#21008		
611	Closed	Email is not working for Outlook Users	Critical	Feb 14, 2017	Nathan Riley	#346	#20028, #20119, #20156, #20237, #20238, #20239, #20247, #20277	
610	Closed	Degraded Network Performance - Cary Office	Medium	Jan 12, 2017	Matt Cox	#344	#19879, #19880, #19991	
609	Closed	Server Issue	Medium	Dec 14, 2016	Jonathan Jones	#295	#19568, #19569, #20052	
607	Closed	Security Camera Issue	Medium	Dec 02, 2016	Alan Humphrey	#295	#18895	
606	Closed	Server Outage	Critical	Mar 15, 2017	Tim Maara	#326	#12186, #13889, #18256, #18377, #19027, #19327, #19328, #19910, #20662, #20663, #20664, #20665, #20666	
602	Closed	Site is experiencing routing issues	Medium	Nov 01, 2016	Kevin Jonkergow	#1805	#18112, #18281	
600	Closed	Outlook Exchange Server is Down - Nadie puede accesar email	High	Oct 12, 2016	Matt Cox	#199	#18677, #18720, #18722, #18725, #18726	

NAME	TARGET	SCOPE	ACTION
AX - SLA	Incident Not Commented within 2 hours	Category Application Support Department Finance	Notify Incident assignee and Adam S... Add Tag: AX Breach
CEO incidents	Incident No Actions Taken within 5 minutes	Requester Doron Gordon	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
CEO SLA	Incident No Actions Taken within 15 minutes	Requester Doron Gordon	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
Change - Normal SLA	Incident No Actions Taken within 3 days	Category Change Requests Subcategory Normal	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
E-Learning SLA	Incident No Actions Taken within 4 hours	Category Marketing Priority High Site Australia	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
Full service response	Incident Not Commented within 2 hours	Category Customer Support Site Netherlands Department IT	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
Hardware request - customer ABC - to closure	Incident Not Resolved within 6 days	Category Hardware Site Customer ABC	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
Incident High Priority	Incident No Actions Taken within 30 minutes	Priority High	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
Incident Not Commented	Incident Not Commented within 5 days		Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
Network - P2	Incident No Actions Taken within 18 hours	Category Hardware Priority High Site Australia	Change priority to +1 Re-assign to Tier 5 Notify Incident assignee
New ticket sev 1 - customer abc	Incident Not Assigned within 5 minutes	Priority Critical Site	Re-assign to Tier 5 Notify Incident assignee
OLA Vendor A - Resolve ticket	Incident Not Resolved within 5 minutes	Site	Notify Incident assignee Add Tag: OLA Breach



Your service desk should do so much more than just track incidents. With the Samange IT service catalog, internal service providers can publish approved services that everyone in your organization can request.

Simply take inventory of your most common services, within IT and other departments, then define and publish the services available to better manage large or recurring workloads. With our customizable workflow engine, you can introduce new services or make changes quickly and easily.

- **Everyone on the Same Page & Happy**

Gain the required information up front then push through to a streamlined resolution that is repeatable across technicians and providers.

- **Get Required Service Information**

End users can choose from a list of services that includes a service description, image, and cost when submitting their web-based service requests.

- **Streamline Service Processes**

Define repetitive or redundant service processes once, initiating a pre-established process when new services are requested through the Service Portal.



A user-friendly service portal, allowing IT administrators to better service end users.

Moving away from a constant flow of support emails, you can quickly and easily channel tickets and requests in an organized fashion that's easier to handle and quicker to resolve. Through an intuitive interface that can be used by IT and any other internal service provider across your organization, the Samanage Service Portal helps users log incidents, make service requests, find detailed answers to their most common pain points, and more.

- **Increase Customer Satisfaction**

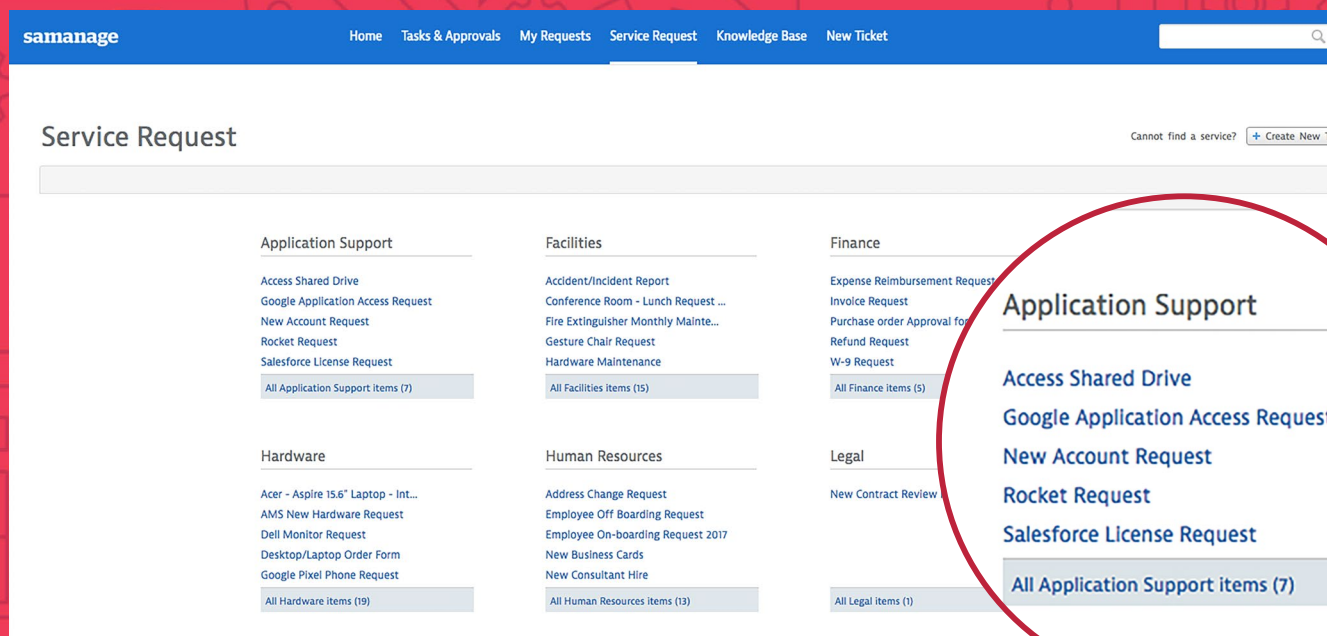
Increase visibility for both the end user and the technician for better interactions and increased satisfaction.

- **Empower Your Users**

The self-service option and ticket tracking capability empowers your users to help themselves and easily track their tickets.

- **Reduce Ticket Volume**

Most end users like to solve their own problems, a well designed service portal gives them that ability and leads to fewer tickets submitted to the service desk.



The screenshot displays the 'View Solution #110 - How to Call Your Voicemail' page. The article is created by Laura Miller and is in an 'Approved' state. It contains three steps: 1. Try calling yourself! (with a note about carrier-specific instructions and an image of a person on a phone), 2. Try calling *VM (*86) (with a note that it's used by Verizon and other carriers, and an image of a phone dial pad), and 3. Try calling *99. To the right, a sidebar shows a list of incidents, with a circular callout highlighting a specific incident: '#11202 Can't check my voicemail'.



Document best practices and recommended solutions to common incidents, problems, and service requests in one location.

As new solutions are identified, the Samanage Knowledge Base grows organically over time, giving you an up-to-date resource that helps you deflect future requests. With an extensive knowledge base, you increase the efficiency of service delivery, reduce your average call times, and improve the overall service desk experience for the end user.

• Empower Your Users

Expose information to your end users so that they can resolve many of their own tickets or service requests.

• Reduce Call Volume

Many users prefer to resolve issues on their own. Providing resolutions to common requests quickly results in a reduction in call volume to your service desk.

• Fully Searchable

Your knowledge base is completely searchable, making it easy for your end users to find common resolutions.

Samanage Community

***Connect with others** that are in the same role or same industry, and get questions answered, share ideas, and give us feedback.*



It's not uncommon for IT equipment to go missing. And, more often than not, the issues arise in the midst of an IT audit of some kind.

Samanage IT Asset Management allows you to easily control your technology landscape. Providing quick insights into what is being used across a network by locating assets and tracking hundreds of different hardware and software properties. Samanage saves time and increases efficiency. The IT asset management software compiles more than just hardware and software details, you can easily track vendor data, purchase orders, warranties, lease terms, and maintenance agreements — in a single location.

- Extend the Life of Your Technology**

Samanage captures and retrieves an asset's incident history, optimizing the value of the asset over its entire life cycle.

- Meet Compliance Requirements**

Samanage ensures software compliance, heightens security, and minimizes costs through a user-friendly and reliable ITAM solution.

- Exceed Service Quality Standards**

The fully integrated service desk provides technology teams with unprecedented visibility into asset data and history.

The screenshot displays the 'Computers' section of the Samanage ITAM interface. It features a table with columns for Computer / IP, Asset ID, Serial Number, Category, OS, Memory, CPU, Warranty Status, Owner, Technical Contact, Last Update, and Actions. A circular callout highlights a specific asset entry: 'Samanage MacBook Air / 10.11.20.79/10.11.20.30' with Asset ID TAG001784573, Serial Number CQPL0JTG4H1, Category Mac Laptop, OS OS X, Memory 4096, CPU Core i5, Warranty Status Active, Owner Kevin Jonkergouw, and Technical Contact Patrick Jonkergouw.

COMPUTER / IP	ASSET ID	SERIAL NUMBER	CATEGORY	OS	MEMORY	CPU	WARRANTY STATUS	OWNER	TECHNICAL CONTACT	LAST UPDATE	ACTIONS
Samanage MacBook Air / 10.11.20.79/10.11.20.30	TAG001784573	CQPL0JTG4H1	Mac Laptop	OS X	4096	Core i5	Active	Kevin Jonkergouw	Patrick Jonkergouw		
Han's MacBook Air / 10.11.20.21	TAG001784575	CQPFK9SGG4H1	Mac Laptop	OS X	4096	Core i5	Active	Hans Van Stek			
R.Ulrich-MBA-4GB / 192.168.0.5	TAG001777788	CQPF00FG4H1	Laptop	OS X	4096	Core i5	Active	Rylee Ulrick			
Michael's MacBook Pro / 192.168.1.167/192.168.1.26	TAG001101032	CQDQNSFFVH5	Mac Desktop	macOS	16384	Core i5	Active				
UV's MacBook Air / 192.168.1.102/192.168.1.131	TAG001202247	CQQL0LSDGKJG	Mac Laptop	OS X	8192	Core i5					
Alan Humphrey MacBook Air / 192.168.1.95/192.168.1.65	1357	CYMP9BFWG40	Mac Laptop	macOS	4096	Core i5	Active				
EMPIRE / 192.168.1.138	111111	J0Z2YSD400029	Workstation	Windows 8.1	8192	Core i3-3120M @ 2.50GHz (2 core(s) x86_64)					
IE11WIN7 / 10.0.2.15	TAG001954318	Oracle Corporation	Workstation	Windows 7 Enterprise	512	Core i5-4250U @ 1.30GHz (1 core(s) x64)					
ewalls-chromebook /	930x845-1ecf-4dc9-9b24-cb03042d47e	NXNQNVA00128195827600	Laptop	Chrome OS							
IE11WIN10 / 10.0.2.15	TAG001251004	Oracle Corporation	VM: VMWare	Windows 10 Enterprise Evaluation	2048	Core i5-4250U @ 1.40GHz (1 core(s) x64)					
C.Walls-MBP / 10.10.20.12/10.10.40.62	TAG001446792	CQDQNSFFVH5	Mac Laptop	OS X	8192	Core i5					
Rachel's MacBook Pro / 10.10.40.234	TAG0011440987	CQDQNSFFVH5	Mac Laptop	OS X	8192	Core i5					
S.Taqin / 10.11.20.26	TAG001960624	CYMQN0VYGM38	Mac Laptop	macOS	8192	Core i5					
A.Johnson / 10.10.40.166/10.10.20.43	TAG001196321	CQPL0JTG4H1	Mac Laptop	OS X	4096	Core i5					
T.Graham2 / 10.10.20.102/10.10.40.59	TAG001177596	CQDQNSFFVH5	Mac Laptop	OS X	8192	Core i5					
J.Lucas / 10.10.40.166/10.10.20.29	TAG001017724	DKJPD0DGG4H1	Mac Laptop	OS X	4096	Core i5	Active				
S.Davis-MBP / 10.10.40.85	TAG001288816	CQDQNSFFVH5	Mac Laptop	OS X	8192	Core i5					
R.Garrison / 10.10.40.81	00012345	CQDQNSFFVH5	Mac Laptop	OS X	8192	Core i7	Expired				

SOFTWARE	VERSION	VENDOR	CATEGORY	INSTALLS	FIRST DETECTED	IP ADDRESS	ASSET ID
Lucidchart Diagrams - Desktop	1383	N/A		2	Apr 23, 2017	192.168.1.65/192.168.1.95	1357
CrashPlan	4.8.2	N/A		2	Apr 23, 2017		
Firefox	53.0	Firefox 53.0		1	Apr 23, 2017	192.168.1.70	TAG001784575
Spark	1.2.2	N/A		1	Apr 23, 2017		
Fotor Photo Editor	3.2.3	N/A		1	Apr 23, 2017	192.168.1.78/192.168.1.131	TAG001202747
MRT	1.35	N/A		3			
Slack 8	2.5.2	N/A		1			
Google Keep - notes and lists	3337621371	N/A		2			
Yisyr	1.26	N/A		2			
Cisco WebEx Meeting Center	1761133116.0	N/A		1			
Cisco WebEx Start	0.5.4	N/A		1			
atmspread	1602.25.3106.0	N/A		1			
EPSON WF-3520 Series	12	N/A		1			
Slack 4	2.5.2	N/A		1			
Slack 2	2.4.1	N/A		1			
Slack 3	2.4.1	N/A		1			
aaamotion2	1612.21.3110.0	N/A		1			
Spotify	1.0.49125.672ae7953	N/A	Media Player	1			
Slack 5	2.5.2	N/A		1	Apr 25, 2017		



Hardware

With Samanage IT Asset Management, you have the ability to view over 200 different hardware properties including CPU, BIOS, disks, sound cards, and more.

Each IT asset can be tagged by specifying its status (operational, in-repair, or a loaner) and by assigning it to specific users and technical owners.



Software

Use Samanage's asset management solution to track all software titles installed and used across your entire network, and identify changes as they happen over time.

Samanage pings each connected asset every 24 hours and automatically tracks everything from its physical location to its licenses, software, and usage statistics. And because your clients can enter tickets through Samanage's service desk, we also track each device's service history.



Samanage Contract and License Management tracks and verifies software license compliance by continuously comparing the software installed and used across your network with the actual licenses owned by the company.

When a software license compliance gap is detected, you can easily see how many licenses are missing and take action to resolve it, either through license reallocation or by acquiring additional licenses. Samanage enables you to eliminate the time and errors associated with multiple spreadsheets and other manual software license tracking methods. With Samanage, you can organize your software licenses and IT contracts, giving you the opportunity to reduce software licensing costs, highlight any excess licenses owned, renegotiate renewals, or reallocate licenses across your company.

• Stay in Compliance

By automatically tracking licenses, you can remain in compliance and better govern your contracts and renewals.

• Easy to Setup

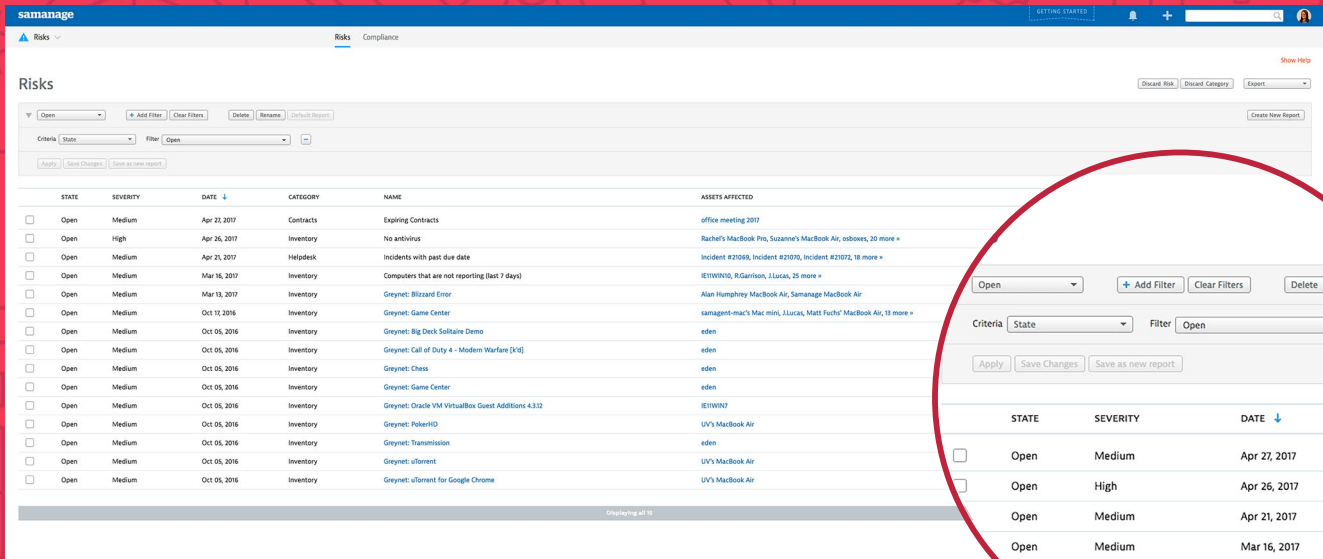
Our IT asset management agent allows you to easily track the licenses on your hardware with operating systems.

• Actionable Information

With real-time updates, you have the ability to quickly take action, reallocate, or cancel when issues are identified.

STATUS	NAME	MANUFACTURER	TYPE	START DATE	END DATE	ITEMS	PURCHASES	ACTIONS
Draft	Testing License Key	Microsoft Office	Lease			27	0	+ Add Filter
Draft	Carrier Contract ✓1 Test, Carrier Contract, test03535-3235-35235	AT&T	Subscription			1	1	
Draft	HP 3 year warranty	Hewlett Packard	Maintenance			3		
Review	Server 24x7 Support & Repair ✓1 ✓1 1234, Peter Winter	My server shop	Maintenance	03/01/2010	02/01/2012	99		
Active	PBX- Cisco ✓2 pbx, PBX Cisco	Cisco	Subscription		12/31/2012			
Active	VNHA - Voice/Data Rider Example ✓1 ✓1 ✓1 Van NiteHarvey Associates, VNHA VoiceData Rider Example	Cooperative Communications	Subscription	01/21/2010	01/21/2013			
Active	CO-Maintenance ✓4 ✓3 1234	Maintenance	Maintenance	09/28/2010	09/28/2013			
Active	Microsoft Partner Program ✓5 Microsoft Partner Program	Microsoft	Software License	05/28/2013	05/31/2013			
Active	Symantec client ✓1 symantec	Symantec Corp.	Software License	05/31/2013	05/31/2013			
Active	MS Partner Program	MS	Software License	06/01/2013	06/30/2013			
Active	Leasing Contract	etc	Lease	03/01/2013	03/01/2013			
Active	Adobe Reader 8 ✓2 adobe reader	Adobe	Software License		09/28/2013			
Active	Winzip ✓1 Winzip	Winzip	Software License		10/01/2013			
Draft	Autocad	Autodesk Inc.	Software License		10/31/2013			
Active	Samanage agent Brocade	Samanage	Software License	02/01/2014	02/27/2014			
Active	Medical Certificate Medical Certificate	Medical Certificate	Software License	09/10/2013	09/09/2014			
Active	IBM Warranty ✓1 IBM Warranty	IBM	Maintenance	10/01/2013	09/30/2014			
Active	Laptop service & repair (3rd party) ✓2 1234, Peter Winter	Ichku Computer Services	Maintenance	10/03/2010	10/03/2014			

Risk Detection



IT environments are highly dynamic, with new users, new software solutions, and new back-end systems being added all the time.

These rapid changes continuously pose new risks that must be identified and addressed immediately. Samange constantly scans your IT environment to find problematic patterns, allowing you to proactively take action and limit service interruptions. The advanced risk detection capabilities helps to ensure continuity, performance, and security by continuously scanning your IT inventory. By flagging risks, such as computers without anti-virus protection, missing security patches, illegal games or applications, or even a lack of free hard disk space, Samange gives you visibility into the deep dark space of your organization's hardware and software.

• Be Aware of Potential Risks

By consistently scanning your devices, Samange quickly identifies risks and reports back.

Advanced Risk Detection

- To avoid service interruptions that affect the entire organizations, problematic patterns are identified early.

• Reliable Compliance

Avoid catastrophic interruptions by quickly identifying risks and proactively taking action to remain in compliance.



Samanage offers a Configuration Management Database (CMDB) that helps you keep track of items in your infrastructure, map relationships between infrastructure components, and predict the impact incidents and changes may have on your environment.

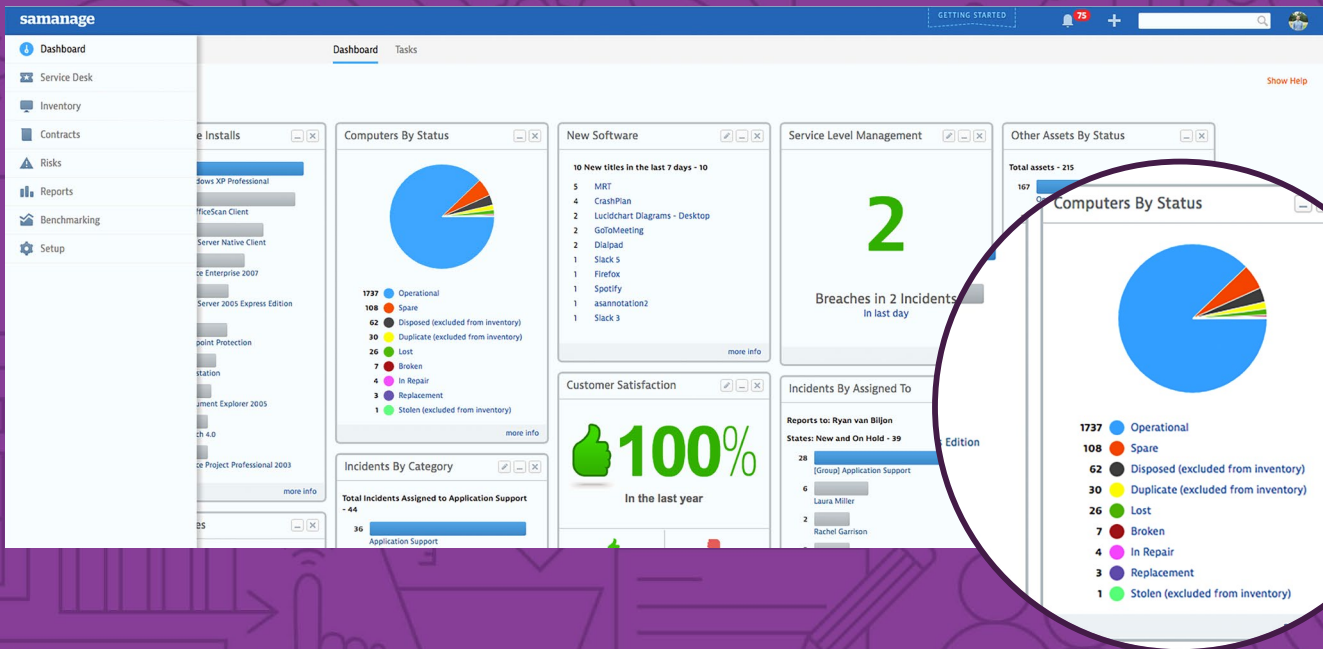
CMDB enhances and develops a stronger relationship between all elements of the IT environment to better understand how these relationships impact the business as a whole. The connections between all users, assets, and the business is now available at your fingertips, providing you with even greater visibility into the technology infrastructure of your entire enterprise.

The screenshot displays the 'Configuration Items' page in the Samanage interface. The table lists various items such as support tickets, users, groups, and assets. A circular callout on the right side of the image highlights a specific row in the table, showing the details for a 'User' configuration item.

CONFIGURATION ITEM ID	NAME	STATE	TYPE	MANAGER	USER	SITE	DEPARTMENT	ACTIONS
CID1569960		Active	Mobile		Natally Rubin			
CID1527884	1 line support	Active	Group	Adam Shearin				
CID1487481	10373baker1037@gmail.com	Active	User					
CID1429490	1122	Active	User					
CID1420169	13161ch@gmail.com	Active	User					
CID1421942	1st line support	Active	Group	Adam Shearin				
0012	2003SRV -DEV	Active	Computer					
CID14107656	2016 Project Team 1	Active	Group					
CID14107660	2016 Project Team 2	Active	Group					
CID14087710	2016 Starcraft Allstar Bus	Active	Other Asset	Laura Miller	April Del Monte			
CID15379483	2016 Starcraft Allstar Bus 2	Active	Other Asset	Joseph Brown	Stephanie Davis			
CID15906127	20160201_Attachment_example_B	Active		Tye Graham				
CID15906126	20160201_Attachment_example_A	Active						
CID15906128	20160201_Attachment_C	Active						
CID15248712	2477 Support for Estrella Damm	Active	Contracts	Alan Humphrey	Application Support			
CID15306697	3- Year On-site Maintenance Contract	Active	Contract	Purchasing				
CID1464930	3chilles	Active	Group					
CID14874228	3D life Player	Active	Contract					
CID1942067	3DLIVE-CLIENT	Active	Computer					
CID1942371	3DLIVE-CLIENT	Active	Computer					

The circular callout highlights the following row from the table:

Active	User							
Active	Group	Adam Shearin						
Active	Computer							
Active	Group							
Active	Group							
Active	Other Asset	Laura Miller						
Active	Other Asset	Joseph Brown						
Active		Tye Graham						
Active	Contracts	Alan Humphrey						
Active	Contract	Purchasing						
Active	Group							



Samanage empowers service desks big and small to strive for service excellence and exceed customer service expectations.

From ticket submission to resolution, and all of the questions, escalations, and approvals required in between, we power an agile, scalable, and automated service desk solution.

- **Internationalization & Localization**

Samanage supports you where you are and where you work. With support for more than 40 languages and the ability to customize the solutions by site, you can improve consistency and operational excellence across the organization.

- **Benchmarking**

Samanage Benchmarking utilizes performance data that is automatically captured from your

Samanage service desk, then compares the performance of your service organization against industry benchmarks in real-time.

- **Mobile Access**

Diagnose service issues and resolve tickets and requests, and edit incident properties including state, assignee, and requester from the iOS or Android application.



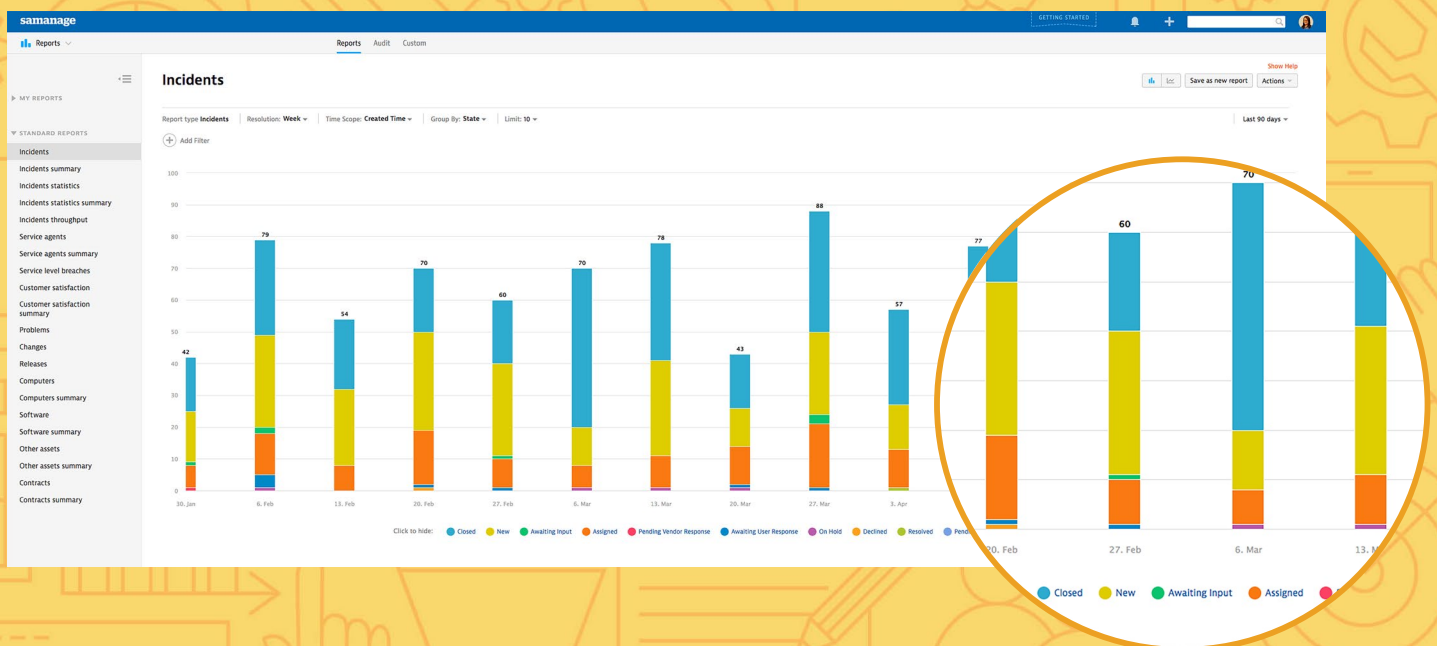
Report on the data that matters to you and your team, when you need it.

From customer satisfaction reports to SLA management, you can see into everything that is happening across your IT organization in one place. Customize various reports based on your service strategies or asset management needs. Flexible, on-demand reports keep you on top of your game, while providing your organization with greater visibility into potential outcomes and successes.

Customizations

You can easily create SLAs to match your specific requirements around geography, holidays, and more. Within your customized forms, define category + subcategory so that only the custom fields relevant to that request appear. Samanage provides you the ability to easily create specific

fields that match your environment. You control who sees what, modifies what, and responds to what with customized security roles that provide a robust way to govern access to various areas of your applications based on many factors such as departments or sites.



Automations

The screenshot displays the Samanage Automations configuration page. On the left is a navigation menu with categories like Plans & Subscriptions, Organization, Users, Groups, Roles, Deployment, Assets, Service Desk, Service Portal, Domain Mapping, Email Settings, Email Customization, Categories, Business Hours, Service Level Management, Forms and Fields, Risks, Notifications, Single Sign-On, Login History, Application Integrations, Email Logs, Remote Support, Salesforce Integration, Social, Jira Integration, and Zapier. The main content area is titled 'Automations' and contains a table of rules:

#	NAME & CONDITIONS	LAST RUN	STATUS
1	Test Conditions: Keyword Is S1 - 100 Actions: Change priority to Critical		Active
2	CEO Priority Rule Conditions: Requester Is Doron Gordon Actions: Change priority to Critical - Reassign to Ryan van Blijen - Add tags: VIP		Active
3	Priority Low Conditions: Impact Is Low and Urgency Is Low Actions: Change priority to Low		Active
4	Priority Medium Conditions: Impact Is Medium and Urgency Is Medium Actions: Change priority to Medium		Active
5	Priority High Conditions: Impact Is High and Urgency Is High Actions: Change priority to High		Active
6	Priority Critical Conditions: Impact Is Critical and Urgency Is Critical Actions: Change priority to Critical		Active
7	Server Alert Conditions: Requester Is 99433202@vzwolk.com Actions: Change priority to Critical - Reassign to Rachel Garrison - Add tags: server-alert		Active
8	Stolen Keyword Conditions: Keyword Is D570alen Actions: Change priority to Critical - Reassign to Rachel Garrison		Active
9	SAP Keyword Conditions: Keyword Is SAP Actions: Reassign to Finance		Active



Automations help users gain efficiency by automating elements that are repeated frequently, allowing you to easily manage both the simple and complex.

Providing a powerful, yet easy way to trigger actions based on the conditions of a new incident and/or service request. Changing the priority or attributes, sending notifications to specific people based on rules you set, and adding tags when certain conditions are met, are all now possible by creating an automation in Samanage.

• Properly Tag Incoming Requests

Requests big and small come piling in at all hours of the day and night. Automatically tag those requests based on location, department, or type of request.

• Execute Predefined Processes

From service catalog workflows to funneling specific tickets to the right technician, processes are less cumbersome and handled appropriately.

• Automatically Set Priorities

A massive outage or a CEO's laptop not working are critical issues to the business. Ensure those ticket stand out and are mapped at a higher priority level automatically.

Enhance your service desk and asset management solution by integrating with over 200 cloud applications.



Google Apps

Add Samanage to end users' Google Apps suite to allow easy communication with IT. Encourage quick adoption and continued use of Samanage by integrating it into end users' Google Apps list.



Slack

Enables admins to setup the connection between your Samanage account and a specific channel in your organization's Slack account, so you can receive notifications that include new incidents and SLA.



Jira

Align your service desk and development teams by allowing users of Samanage to push incidents directly into Jira for seamless work on issues. Samanage users can then track progress and improve communication with end users.

API

Samanage provides an API that can be used to retrieve and update asset inventory information from your Samanage Professional account. The Samanage API also allows to create, retrieve, update and delete asset information such as computers, software, printers, risks and other assets, contracts and software licenses, and help desk tickets. The API makes it easy to create applications and interface between your business systems and your Samanage account.

samanage

Most and Highest Reviewed Service Desk



SnapKitchen

"Now, they can do whatever they need to in Samanage and I'm not relying on their mailboxes to be the central focus for ticket documentation."



Arthritis Foundation

"It's nice to have something modern and new, that's also so practical for our need. It's more than a beautiful product. You can glitz up anything, but Samanage really works."



Amherst College

"The ease of deployment and customization is unparalleled. We are able to use Samanage across five different operations because Samanage allows us to separate the different divisions and business processes."

We're here to help you succeed

When using Samanage products, we know that your success is our success. An exceptional customer experience is pivotal to that success, and our goal every single day is to ensure that you receive the highest level of support. The customer support team at Samanage is staffed 24 hours a day seven days a week, ready to receive, triage, and resolve any issues that you might have.

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