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A GUIDE TO

SAMANAGE SERVICE DESK & IT ASSET MANAGEMENT

Cloud-based & ITIL-Certified.
Ticketing, Asset Management & more.
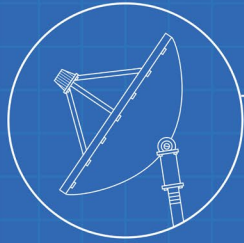
Team, Business & Professional Edition

A GUIDE TO SAMANAGE SERVICE DESK

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

TEAM, BUSINESS & PROFESSIONAL EDITION FEATURES

Risk Detection

Dashboards & Reports

Integrations

IT Service Portal

Service Desk

IT Asset Management
- Hardware Inventory
- Software Inventory
- Risk Detection
- CMDB
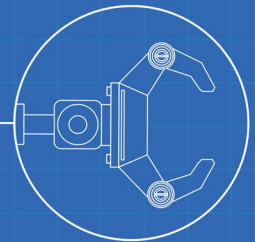
Inventory

Contract & License Management

ITIL CERTIFIED

ITIL-Certified

Automations
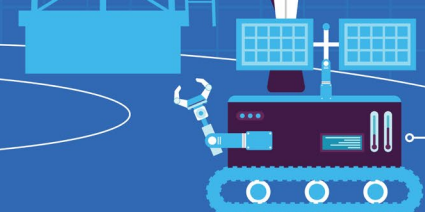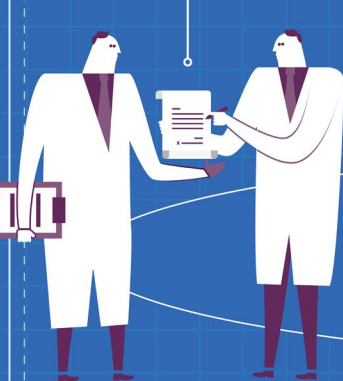
Service Level Management

Platform

HQ Cary, NC

Rotterdam, NL

Netanya, IL

Sydney, AU

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.
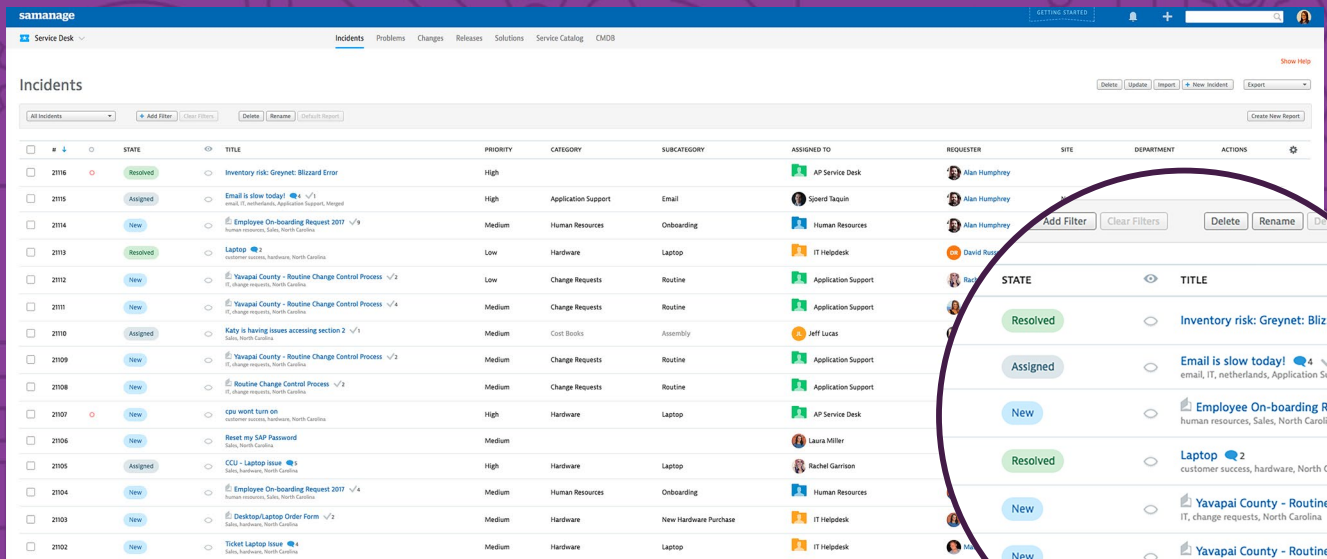
IT Service Desk

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.

Service Level Management

Your service desk should do so much more than just track incidents. With the Samanage 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.
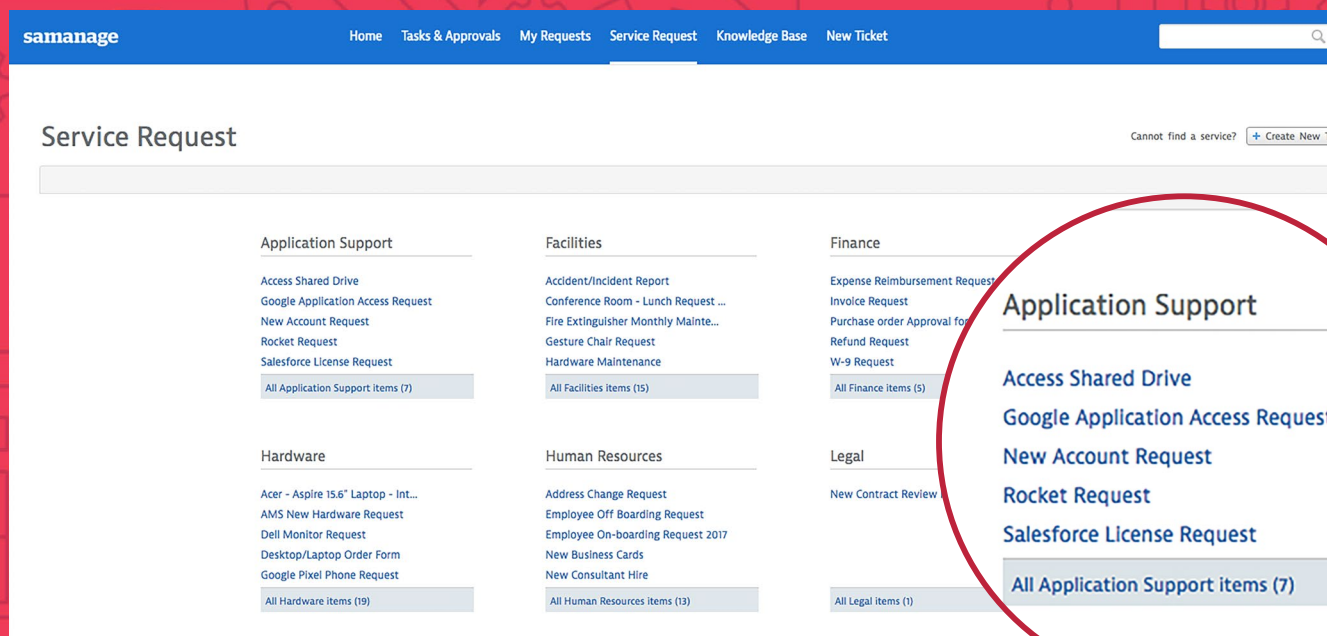
Document best practices and recommended solutions to common incidents, problems, and service requests in one location.

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.

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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.

Contract & License Management

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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.
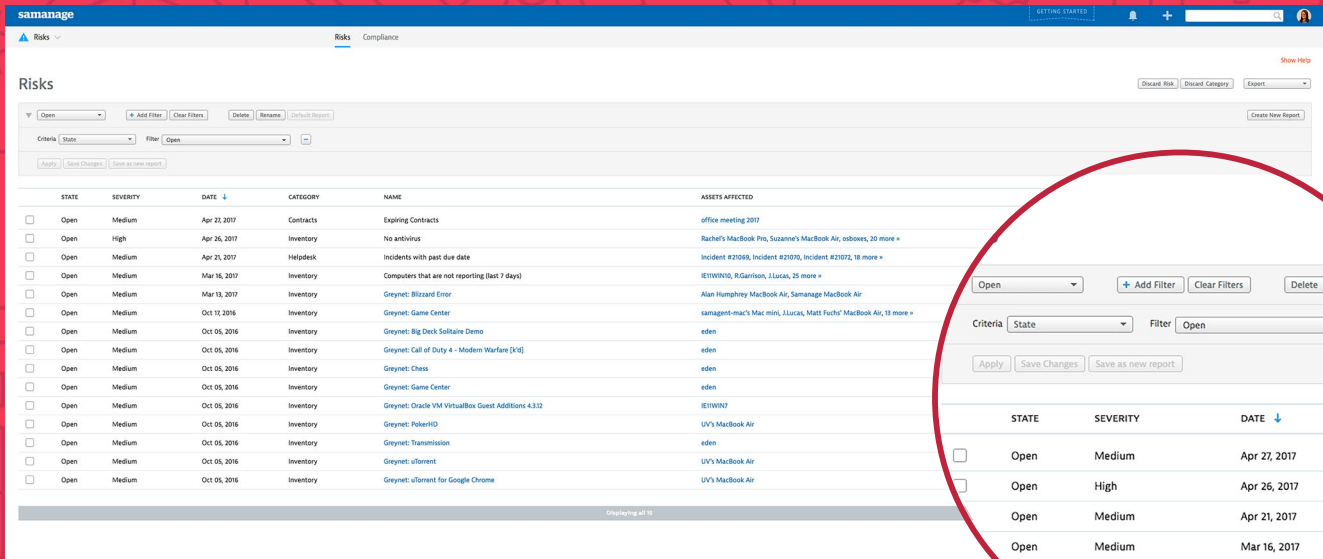
• **Easy to Setup**

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.

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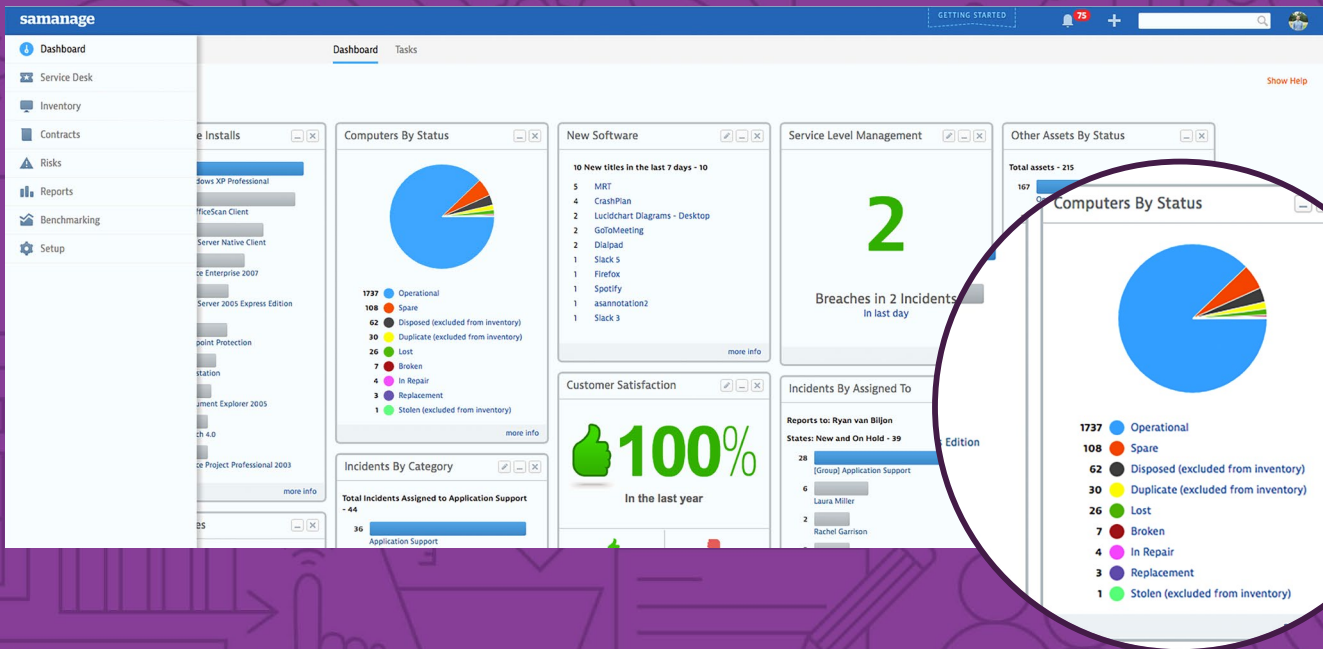
CMDB enhances and develops a stronger relationship between all elements of the IT environment to better understand how these relationships impact the business as a whole. The connections between all users, assets, and the business is now available at your fingertips, providing you with even greater visibility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

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.

Dashboards & Reports

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 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.

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Capterra

Gartner peer insights.

G2 CROWD

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.

support@samanage.com | 1-888-250-8971