



NORTHSMART.IT
> MAINTENANCE EXPENSE MANAGEMENT <

SMARTIT.AUDIT

IT assets are a part of an organization's intellectual property and therefore part of the organization's overall value. In addition to the market value of an IT asset, there is value in the information stored on that particular asset.

- International Association of IT Asset Managers : Best Practice Library

SmartIT.Audit Service Offerings

Identifying and inventorying IT Assets with *SmartIT.Audit* is the critical first step toward an effective IT Asset Management program.

With our *SmartIT.Audit* offering, NorthSmartIT will perform an intelligent, tools based inventory of all IT hardware and software assets operating on your network. The initial audit will identify and validate assets and warranties as well as provide physical location and other asset related data, all of which will be uploaded to the *SmartIT.Portal*.

After initial discovery we work with our clients to set a schedule for reoccurring discovery, audit, and validation to account for ad hoc device adds and changes and keep the inventory current. As part of *SmartIT.Audit* your NorthSmartIT team will manage the ongoing audit and discovery activities providing customized reports according to your pre-defined schedule to facilitate approval for the *SmartIT.Portal* update. Following approval, your NorthSmartIT team will ensure timely support validation and portal upload.

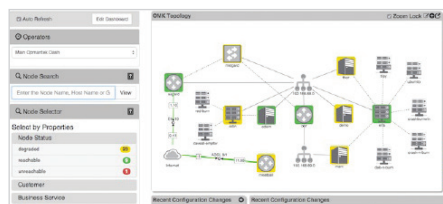
Following the initial audit a subscription to SmartIT.NetworkMonitor unlocks enhanced SmartIT service offerings:

SmartIT.NetworkMonitor : INSIGHTS ON NETWORK PERFORMANCE



With *SmartIT.NetworkMonitor* we track the status and performance of an organization's IT environment, assist in identification and rectification of faults, and provide valuable information for IT departments to plan infrastructure changes and investment.

SmartIT.Charts : IMPROVED NETWORK VISIBILITY



With *SmartIT.Charts* NorthSmartIT will improve your network visibility by providing easy to read reports about the key information in your network environment.

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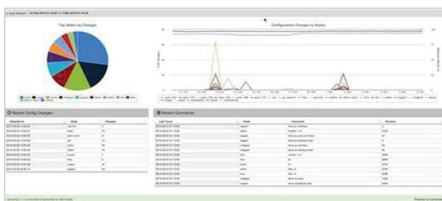
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SmartIT.Audit service modules (cont')

SmartIT.Reports : COMPREHENSIVE REPORTING

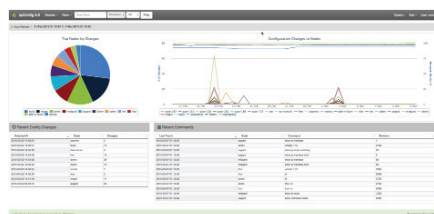
To provide even greater visibility in to network performance NorthSmartIT will create in-depth reports based on data from SmartIT.NetworkMonitoring including Service Level reports.

SmartIT.Config : TRACK AND STORE CONFIGURATION DATA



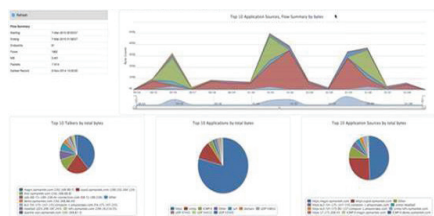
- Track changes and store history of configuration information.
- Compare configurations.
- Multi-vendor environments.
- Assists in disaster recovery, trouble shooting and change management.

SmartIT.Events : PROACTIVE EVENT MANAGEMENT



The NorthSmartIT team will reduce the business impact of network faults and failures by fast-tracking problem resolution resulting in fewer outages and improved performance.

SmartIT.Flow : QUICKLY IDENTIFY NETWORK PERFORMANCE ISSUES



With SmartIT.Flow we can reduce downtime and rapidly identify the root cause of poor network performance. SmartIT.Flow is an affordable industry leading module that integrates netflow, j-flow, and other flow information into SmartIT.NetworkMonitor.



SmartIT.Trend : MONITOR AND ANALYZE PERFORMANCE



NorthSmartIT will measure and analyze the performance of the environment, looking at short and long term trends, and identify abnormally behaving resources. We will create actionable activities from identification of resource exhaustion, helping you to rectify performance issues before they occur.

SmartIT.Audit, SmartIT.Portal and SmartIT.Maintenance are integrated components of SmartIT.Lifecycle – our flagship offering containing the complete set of NorthSmartIT Asset Management service offerings that deliver improved IT and Business outcomes:

- ▶ **Reduced spending on IT assets**
by maximizing their useful lifecycle and saving up to 70% annually on service contracts through the NorthSmartIT Support Network
- ▶ **Quick and effective issue resolution**
with centralized information about asset configuration and support data.
- ▶ **Minimized risk of business disruption**
through asset classification, clear SLA requirements and sparing

About NorthSmartIT

NorthSmartIT is a division of Northland Systems and was formed as a result of their experience with hundreds of companies and thousands of individual technology platform decisions. Through those engagements Northland recognized the significant challenges their customers faced with their IT asset management resources, processes, and tools and developed the NorthSmartIT service offerings to address the most common challenges. At NorthSmartIT we continue to listen to our customer's needs and evolve our offerings based on client input and the IAITAM BluePrints.