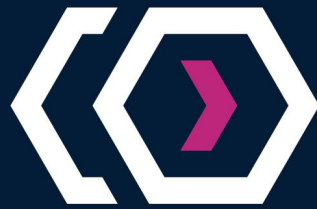


IT Resources and Service Management System



ITMANAGER

» OVER 1,200 CUSTOMERS

» MADE IN POLAND

» 15 YEARS ON THE MARKET

» IMPLEMENTATION RANGE:
100/1,000/10,000+

Computers and Software Configuration Database | Software Legality Management | Remote Management and Automation
Resources Management | ServiceDesk | Communicator | LAN Monitoring | Access Management | User Monitoring



Computers and Software Configuration Database

Automatic inventory of the registered workstations hardware and system configuration. With a built-in configuration changes analysis mechanism and current parameters readout, the administrator can be notified about any detected irregularities.



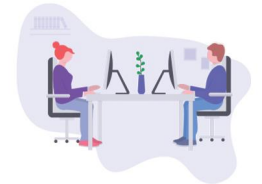
Software Legality Management

Installed applications review and disks contents analysis enable precise identification of the installed software. Combined with the purchased licenses inventory capability, this allows the system to perform an internal software legality audit.



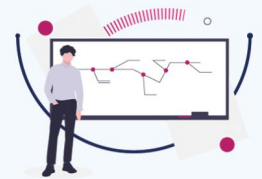
Remote Management and Automation

The system allows remote connection to a workstation via desktop takeover, remote operations, and file transfer over LAN/WAN. The administrator can globally and remotely install applications and scripts, as well as manage user data backup.



Resources Management

This system component enables central resources management. The built-in wizard allows you to create any type of resource, describe it with the required attributes, and associate it with any other object. Inventory taking is further supported by a dedicated application for mobile devices.



ServiceDesk

Incident managements, problem management, knowledge base management, and SLA management are the system components that allow you to organize the IT teamwork and implement the best ITIL practices. A modern, responsive web interface provides a simple way of registering and handling tickets.



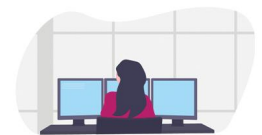
Communicator

The Communicator module enables secure, efficient, and encrypted communication for your organization. Users can send text messages, make audio-video calls, share the screen, and create conference calls.



LAN Monitoring

Periodic LAN scanning with analysis of the detected devices. Printer and network devices status is communicated via SNMP. Analysis options also include network traffic and devices connections, i.e. network map.



Access Management

Handling requests that require decision-makers approval, e.g. granting access to IT systems (with GDPR procedures support), employee recruitment, or hardware purchases.

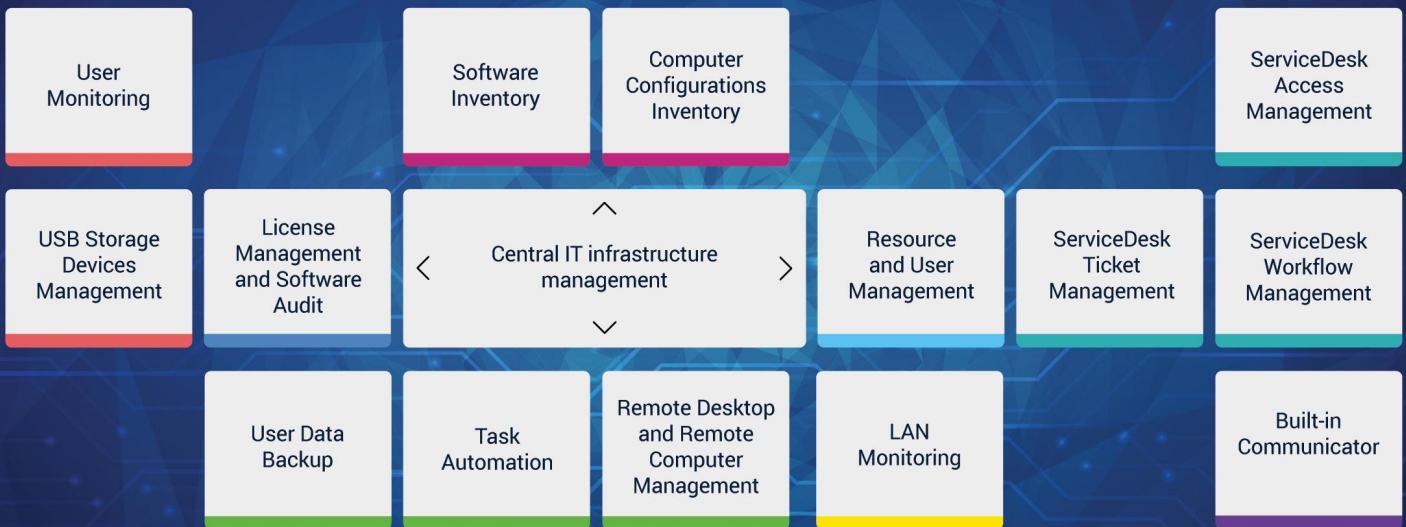


User Monitoring

Employee activity information readout. Full overview of logins, applications launched, data copied, websites visited, as well as printout analysis.



IT Resources and Processes Service System

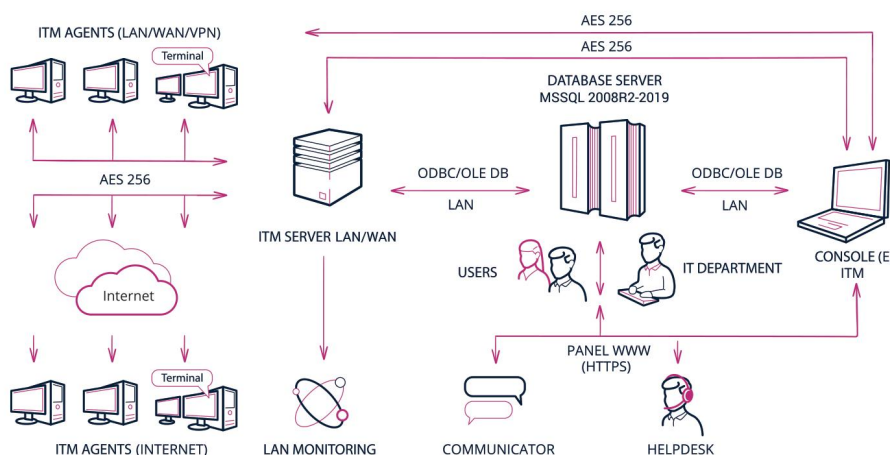


Sample Bundles

(custom configurations available):

Sample Bundles (custom configurations available):		IT BASIC	IT STANDARD	IT SERVICEDESK	IT FULL	BUSINESS
Computer Configurations Inventory		●	●	●	●	
Software Inventory		●	●	●	●	
Task Automation			●		●	
Remote Desktop and Remote Computer Management	●	●	●	●	●	
User Data Backup			●		●	
Resource and User Management			●	●	●	●
License Management and Software Audit			●		●	
LAN Monitoring	●	●			●	
ServiceDesk Ticket Management				●	●	●
ServiceDesk Access Management					●	●
ServiceDesk Workflow Management					●	●
User Monitoring						●
USB Storage Devices Management						●
Built-in Communicator						●

Diagram of system



Secure, encrypted communication

Two-factor data access authentication

Free MS SQL Express database to support up to 500 workstations

SYSTEM DESCRIPTION

ITManager software offers the best practices in central management of organization IT infrastructure and processes. Its built-in tool set helps IT administrators carry their everyday duties and its modular design enables selection and deployment of the needed functionalities. ITManager system deployment is a professional and comprehensive service that includes software installation, customization, IT team administrative training, and post-deployment support.

SYSTEM REQUIREMENTS

ITM Agent

Windows XP* to Windows 10
256MB RAM, 50MB HDD, 1GHz CPU

ITM Console

Windows 7 to Windows 10
1 GB RAM, 250MB HDD, 2GHz CPU

Application Server

Windows Server 2008 R2 to 2019;
2GB RAM, 4GB HDD, 2GHz CPU

Database

Microsoft SQL Server 2008 R2 to 2019,
free Express version for installations
up to 500 Agents

ServiceDesk

Windows Server 2008 R2 to 2019
for Linux: 2GB RAM, 4GB HD, 2GHz CPU

* limited functional scope

LICENSING

ITM Agent - the number of licenses depends on the number of physical workstations.

ITM Agent macOS - the number of licenses depends on the number of physical macOS workstations.

ITM Agent Android - the number of licenses depends on the number of mobile Android devices.

ITM Console/ITM Web Operator - the number of licenses depends on the number of administrators and helpdesk engineers using the system independently.

The ITManager license is lifetime.

With the license, the Customer receives 1-year support, including:

- dedicated service representative,
- access to new versions of the system and application signatures,
- access to the ticket registration system.

The manufacturer guarantees a fixed support price in the subsequent years.

ITM Network - the license covers the management server and the number of the end devices.

ITM Communicator - the license covers the management server and the number of end users.

ITM ServiceDesk - the license covers the management server and the number of end users.

They trusted us



ABOUT COMPANY

Infonet Projekt SA specializes in integrated IT systems development and implementation. The partnership with the biggest IT brands and a team of certified engineers allow us to implement even the most advanced projects. Our company also develops its own IT resources and processes management software (it-man.pl/en), which is already used by over 1,200 companies and institutions from all the market sectors.

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