The leading provider of Service Management Technology

ONE COMPREHENSIVE SOLUTION: INTEGRATED ITOM

Harness the power of integrated IT Service Management and IT Operations Management. Secure an overview of your entire business, facilitate rapid decision-making, control your assets and be prepared for software audits.

assyst's integrated ITOM functionality enables you to increase ROI, and improve Service Desk customer satisfaction through automation and self-service.

Be Aware

Get full visibility of inventory, costs, risk and compliance status across all your business units for better, more informed decision-making.
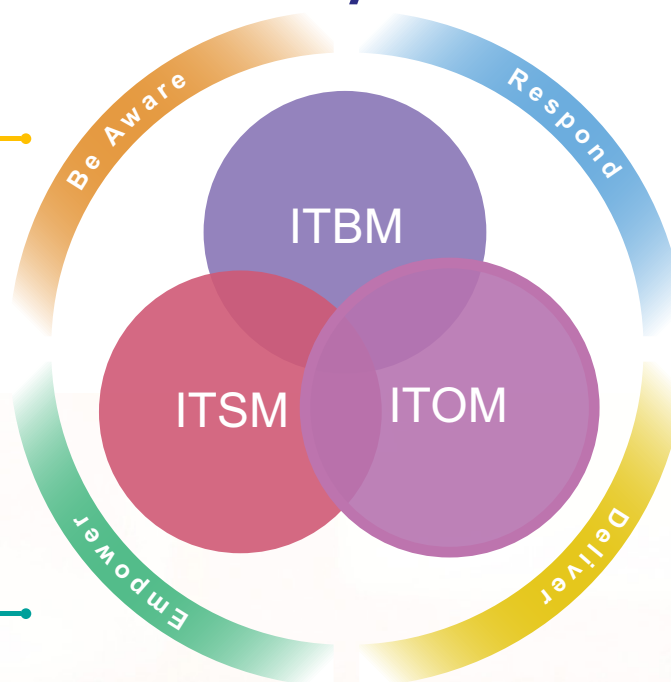
Avoid fines for software non-compliance (piracy)

Empower Your Agents

Regain control of your IT estate through an advanced ITOM feature set closely integrated with ITSM processes enabling a shift left of activity, freeing up resources.

Automate to improve & speed up service delivery

Respond Quickly

Leverage user-friendly monitoring tools that are integrated with your support teams so that you can intervene before outages impact the business.

Proactively consolidate to minimize risk

Deliver Quality

Automate patches, installs and OS deployments to maximize productivity and minimize user errors and manual delays.

Mitigate security risks and minimize downtime

Axios assyst®

Be Aware — Respond — Deliver — Empower

ITBM

ITSM

ITOM

assyst ITSM & ITOM provides a blueprint for service & asset management processes organization-wide

1 Hardware & Software Asset Management

Get enterprise-wide visibility over assets in your IT ecosystem. *assyst*'s Integrated hardware and software management solution gives you the tools you need to deliver business value, reduce costs, and achieve continuous compliance.

2 Endpoint management

See and control client devices from a central location. With the *assyst* ITOM solution you get OS deployment, patch management, power management, fault and security management, automated processes and more.

3 Performance Monitoring

Track and report on performance to suit different roles and perspectives. With *assyst* you get business service monitoring, system metrics, availability and capacity monitoring, application monitoring with synthetic transactions, alarms, notifications, and more.

Explore how the *assyst* ITSM & ITOM solution will transform your IT business processes from cost-centric to value adding

Regain control of your IT estate through *assyst*'s advanced ITOM feature set closely integrated with ITSM processes.

Shift Left.
Automation empowers end users & Service Desk

Empower end users and the Service Desk through automated *assyst* processes & real-time knowledge

Shift Left limits the steps involved in service delivery as much as possible, thus increasing efficiency and reducing the strain on the physical Service Desk. It also saves money and time.

Simple automation, such as self-service, password reset and self-diagnostic and clean up tools, frees up the first line to concentrate on more labor-intensive tasks and reduces the spend on second and third line staff.

Empowered users have the option of resolving issues themselves via a comprehensive knowledge base which saves further costs and helps optimize productivity within your organization.

Organizations that Shift Left gradually reduce the amount of money they spend by limiting the required support. By pre-empting solutions (incident prevention), they not only reduce spend, but ultimately eliminate it.

"Axios were the right partner for us to meet our changes in a short timeframe and their flexibility and buy-in to our journey was critical in its success."

Wayne Fox- IT Service Delivery Manager, PACT Group

Empowered 1st line (shift 2/3 to 1)

assyst ITOM automation allows Lynda to quickly identify solutions to routine issues. Without the use of assyst's automated fixes, Lynda would have been forced to escalate these issues to second or third line support staff, using valuable time and money.

Proactive & intelligent automation

Empowered users (shift 1 to 0)

Lynda's end users are equally empowered by assyst's wealth of knowledge management capabilities. assyst enables effective knowledge sharing between staff and access to an array of automated tasks, such as spyware cleaning, password reset and PC tune-ups, all of which reduce resolution times at the first line.

Lynda Caldwell
Problem Manager

Proactive & intelligent automation enables Lynda to stop issues before they impact, with monitoring, capacity planning & automated remediation through *assyst's* integrated ITSM & ITOM processes.

Business-wide control of service offerings

Digital Transformation
Maintain control across business units

assyst enables users to request and receive what they need, within tracking and provision controls

Today's end users are more demanding and sophisticated than ever before. They know what they want, when and how. Meeting these demands has never been as important as it is now. IT plays a critical role in delivering this, but supporting the wider business needs without full visibility and control over processes and security makes this task virtually impossible.

assyst provides the automation and enforcement of business processes to truly digitize the workplace, ensuring a single system of record within a single architecture. Out-of-the-box partitioning means that both IT and non-IT departments experience simplified Enterprise Service Management delivery, complete with comprehensive and intuitive service catalogs that transcend business areas.

Easy Access
Mobile friendly Service Catalog: IT and non-IT offerings.

Instant action
Dynamic tasks are pre-prepared using an intuitive drag-and-drop process designer.
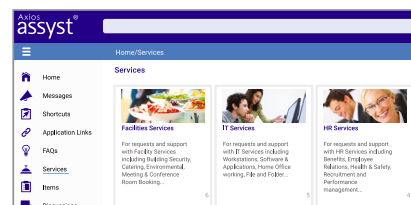
Track & Manage Assets
Central data repository ensures accurate association between user and assets, with automated process steps taken through scripts created in assyst ITOM.

The assyst Service Catalog

SecOps

Maximizing Security & Minimizing Risk

assyst ITOM is your vigilant partner in monitoring business-wide systems, detecting unusual behaviour, and predicting issues.

Live data reports confirm security measures are in place; protecting the business from malicious attack, or the accidental spread of viruses through the use of unauthorised USB devices. *assyst* ITOM's intelligent automation ensures routine system updates are applied, maintaining regulation compliance with case-by-case consideration rules in place for critical hardware and software.

"1 in every 131 emails contains malware"

Know What You Have

Ken identifies vulnerabilities, missing software and patches, business-wide.
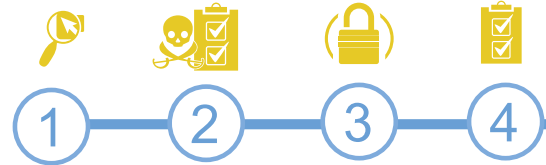
Identify Exceptions & Risks

He can drill down to the details: software version, and compliance.

Update Protection

Push automatic updates to 'at risk' or obsolete versions.

Adapt Compliance Policies

And show at a glance successful interventions and system health.

① ② ③ ④

⑤ **Optimize what you have**

Ken Burns

Software Asset Manager

With *assyst* in place, Ken not only ensures the business is audit-ready and continuously compliant, but he can also optimize license use and reduce overspend through automating license reconciliation and data gathering. Furthermore, business risk is minimized through the proactive patching and checking of critical software across all business units.

⑤ **Proactive controls**

① ② ③ ④

Compliance

Ensuring you are prepared for vendor licence audits

A holistic, business view of software licensing in *assyst* ITOM ensures you are continuously compliant.

With all their licensing data in one place, asset managers can optimize licenses and reduce overspend. Intelligent rules automate data gathering and license reconciliation, helping the reallocation of existing licenses where they are needed most.

"The likelihood of being audited two or more times annually is 68%"

What's installed?

Discover software across your business units with automated and manual agents.
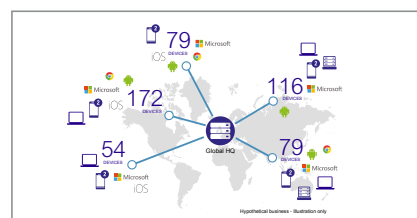
Normalize the data

Verify the licenses you find.

Reconcile the data

Remove duplicates and errors; create a single source of information.

Audit-Ready

Create instant reports to satisfy audit compliance.

assyst ITOM discovery across business units

FOCUS ON BUSINESS

Using *assyst* ITOM to make informed business decisions

"From a monitoring perspective, we manage the Windows event logs and assyst application server logs. We have set up some threshold alerting on this for critical event management. So, for example, when we receive a CRITICAL message from the assyst application server, we are immediately notified from the Incident which is automatically logged in assyst. We monitor all the virtual servers for our clients through the ITOM solution as well, which provides us with a real-time view of the operational status of every customer environment we have under management."

Sean Hywood, Focus on Business

FedEx Express

Creating a comprehensive CMDB through *assyst* ITOM

"assyst consolidates our assets into a single source of truth while providing the tools to manage their full lifecycle, including usage and repair data. assyst makes sure we have every piece of information that we could possibly think of that we would need coming into the CMDB. It allows us to plan how many assets we need for a particular operation and make sure that we have enough. The ITOM application runs a whole load more information and capabilities than the old system used to."

Jim Sheats, FedEx

Find out how *assyst* removes the pain of solution upgrade & replacement

www.axiossystems.com/it-operations-management-product-overview

Axios™ SYSTEMS

ITSM & ITOM SOFTWARE