

Service Management Like You've Never Seen it Before

What you have: Assets to manage, a service desk to run, employees to keep happy and resources to maximize.

What you don't have: Time to mess around with clunky, ugly, quickly outdated software.

Hi. We're Samanage. We offer the only true multi-tenant, unified cloud service desk & asset management platform out there.

Translation? We stay laser-focused on a single, "always-new" instance of our software. So we can offer the fastest time to value. An unmatched user experience. And customer service that is out of this world.

It's software that's simple to use, yet powerful enough to solve your most sophisticated needs in IT—and beyond. Other areas of the enterprise such as human resources, procurement, and facilities management can quickly leverage your ITSM investment to manage their services and assets—with little or no training.

Now you can be agile, too.

The start of a beautiful relationship.

Features and Functionality that you need. Beautiful and Revolutionary UI that you deserve.

Samanage changes the way IT and other business services are managed today, empowering you to better control the assets you own, and deliver better service to your users. The kind of service that makes them see you in a whole new light. Go ahead. Feel the love. Do we check the box? You bet we do.

IT Service Desk

Deliver better IT service to your users with ITIL-based IT Service Desk. Manage incidents, problems, changes and releases with an integrated IT Service Catalog and Self Service Portal.

- ✓ Incident Management
- ✓ Problem Management
- ✓ Change Management
- ✓ Release Management
- ✓ Service Catalog
- ✓ Self Service Portal
- ✓ Knowledge Base
- ✓ SLA Management
- ✓ Mobile Access
- ✓ Dashboards & Reports
- ✓ Workflows & Automation
- ✓ API
- ✓ Code-Free Customization
- ✓ 42 Languages
- ✓ Time Zones
- ✓ Business Hours
- ✓ Groups
- ✓ Incidents via eMail
- ✓ ITIL-Compliant
- ✓ Integrations

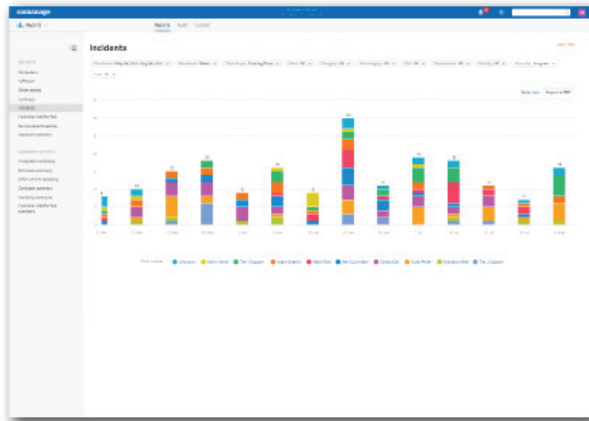
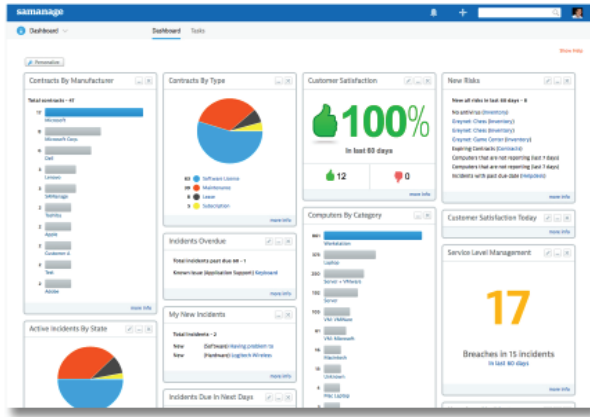


IT Asset Management

Manage the entire IT asset lifecycle, from acquisition to disposal. From laptops and servers to smartphones and tablets, you'll know exactly what assets you have, how they're configured, and where they are located.

- ✓ Hardware Assets
- ✓ Software Assets
- ✓ Mobile Assets
- ✓ Contracts & Licenses
- ✓ Automatic Warranty
- ✓ Details
- ✓ Dashboards & Reports
- ✓ QR & Barcodes
- ✓ Automatic Classification
- ✓ Mobile Access
- ✓ Risk Detection
- ✓ Usage Policy





What makes Smanage special?

Now that you've seen the rundown of what we offer, a little more about what makes us unique.

Instant Value

- Operational immediately
- Go live in days
- Immediate & accurate visibility into all assets

Revolutionary UI

- Unmatched user experience, on any device
- Easy-to-use self service portal
- Code-free customization

Feature-Rich & Future-Proof

- ITIL-ready service desk, unified with asset management
- "Always new," continuous deployment model
- No downtime for maintenance or upgrades
- Smart, responsive customer service from first contact onward
- Active and growing online community

"Every once in a while, you find an IT solution that is so intuitive and cool that it's downright fun. We found that with Smanage. It has sophisticated ITIL functionality with a really clean, simple feel to it, offered at a very cost-effective price point."

Kevin Conable

VP Technical Services
Lagniappe Pharmacy Services

The Smanage Advantage: Key Benefits...in a Nutshell

- Reduce IT costs by having accurate visibility into the assets you own and use
- Deliver better service to users and improve infrastructure management
- Improve customer productivity with a consumer-quality, 24x7x365 self-service portal and knowledge base
- Satisfy IT audit requirements and verify license compliance at any point in time
- Solve issues better and faster with easy access to IT information through the knowledgebase, and improved team collaboration
- Triangulate and diagnose broader issues and trends occurring in your environment through the ability to visualize relationships between people, hardware, software, tickets, problems, incidents, and services
- Maximize your resources and focus more time on being a strategic partner within the organization

smanage

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