



Gartner estimates that inefficient or nonexistent hardware asset management processes add 7% -10% per year to the total cost of ownership. This can be \$560 to \$800 per user annually. ResQ Enterprise™ allows organizations to immediately realize these efficiencies via a robust and fully integrated inventory and asset management system.

BENEFITS

- § Achieve volume procurement savings
- § Improve service request tracking and resolution
- § Improve contract and service level agreement management
- § Improve vendor and cost management
- § Avoid service interruption
- § Avoid costly service extension fees
- § Improve asset utilization

ADDITIONAL FEATURES

- § Track both physical and digital assets
- § Track service performance
- § Track asset transfers
- § Compare vendor pricing
- § Generate work orders for service
- § Escalate incidents
- § Set alerts for expiration of service agreements
- § Integrate fully with MS Outlook
- § Monitor cost effectiveness via business intelligence reports

RESQ ENTERPRISE™ ASSET LIFECYCLE MANAGEMENT

At the epicenter of ResQ Enterprise's™ Asset Lifecycle Management is a powerful management system that fully integrates:

- Procurement
- Deployment
- Service
- Disposition

This integrated suite allows organizations to eliminate unnecessary costs, improve asset utilization and maximize profitability.

PROCUREMENT

Tracking of an asset begins during the procurement process. At this stage, a product is requisitioned via a purchase order entered into the system. ResQ Enterprise™ allows products to be sourced from multiple vendors and can maintain variable pricing information per vendor so that you can be certain to get the lowest possible price for a product. In addition, ResQ Enterprise™ allows you to capture other details about vendors such as order fulfillment time, service history, etc. in order to provide you with a more complete picture during procurement and help you to make the best decision.

DEPLOYMENT

ResQ Enterprise™ allows you to capture both standard and user defined features of your asset inventory. In addition, the integrated mapping features of ResQ Enterprise™ gives service technicians pinpoint accuracy in locating an asset throughout your enterprise whether local or global. Assets can be configured as a set of assets and maintained as a 'kit' or maintained as a single entity. For example, a printer may be maintained by its individual components (printer, paper trays, toner, document feeder, network cable, etc.) or as a kit which includes all components as part of a single asset.

ResQ Enterprise™ also allows you to maintain both direct and indirect costs (labor, transportation, cabling, etc.) related to deploying assets so you get a complete picture of the total asset cost.

SERVICE

The service module ResQ Enterprise™ Asset Lifecycle Management includes dispatch and help desk functionality. ResQ Enterprise™ allows you to maintain service and dispatch information for each asset.

The fully integrated help desk feature allows you to automatically generate and track trouble tickets associated with an asset and capture detailed resolution information for each problem.

DISPOSITION

ResQ Enterprise™ provides a fully integrated financial management system that allows you to track all associated disposition costs with an asset. Purchase, installation, maintenance, transfer, recycling and retiring costs are all tracked. All financial related information can be linked with specific GL (General Ledger) Accounts for each phase of your asset lifecycle.

REPORTING

The integrated reporting facility allows you to generate reports on every conceivable aspect of managing and maintaining your assets such as:

- Where it is?
- Who is using it?
- Is it performing?
- Service history
- Best acquisition cost
- Service level of vendors
- Labor maintenance costs

KNOWLEDGE MANAGEMENT

ResQ Enterprise™ Asset Management also integrates a searchable knowledge base so that information such as trouble shooting tips or standard operating procedures (SOPs) can be efficiently accessed during times of need based on keyword searches or direct asset lookup.

DOCUMENT MANAGEMENT

The integrated document management feature allows you to electronically associate invoices, POs, contracts, service level agreements (SLAs), user manuals, setup manuals and other vital product/operational documentation with each asset. These can be entered as standalone documents or they can be directly scanned into the application from a desktop scanner.

EMAIL NOTIFICATIONS

The integrated e-mail feature allows ResQ Enterprise™ to provide notification to appropriate staff when assets are in need of servicing (recurring or based on SLAs). In addition, this information can be placed in a work queue so that a technician can be assigned to respond to the service.

