

Product Specification – NetTrace Lease Manager

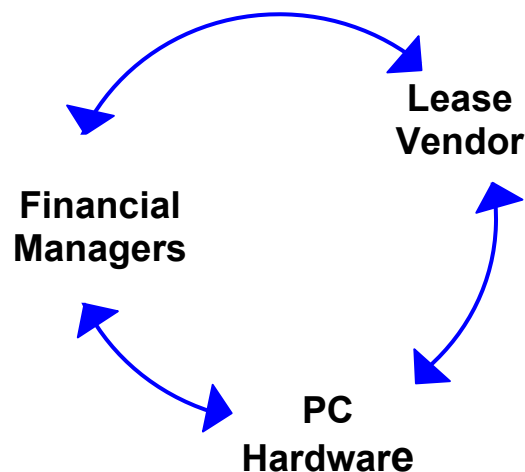
Forward

Many companies have come to realise the financial advantages of leasing their computer assets. Yet, to maximise these benefits it is necessary to be able to track and trace these leased workstations with an up-to-date and accurate central data repository.

Introduction

NetTrace Lease Manager is a secure automated asset tracking and inventory management solution with a specific focus towards managing leased computer assets. NetTrace Lease manager is an outsourced service for helping businesses of all sizes in any industry monitor remote, mobile and desktop PCs and perform basic inventory tracking functions. NetTrace Lease Manger helps to simplify and automate common tasks associated with the management of a computer inventory. Tasks such as the administration of individual computer leases, cost centre allocation, device upgrades and effective retirement planning are all made possible through the use of the system. The product can also be used to monitor security policy violations, such as outdated, service packs and the unauthorized addition of illegal modems. The product also supports help desk teams in diagnosing and preventing problems. Furthermore, its unique agent architecture enables it to be used for controlling asset loss due to theft.

NetTrace incorporates a component that is specifically designed to manage lease information. This allows clients to link financial lease vendor information directly to hardware assets, consequently forming a closed loop between the lease vendor, the client who is leasing the assets and ultimately the IT hardware itself.



The system creates reliable links in information between the entities concerned.

The exact technical details of system communication mechanisms and inner workings are not covered in this document.

How NetTrace Works

NetTrace Lease Manager is based on Absolute Software's Computrace technology platform, which is comprised of the secure, patented Computrace Agent (client) and the Monitoring Centre (server). The system consists of a small client-side agent that is loaded onto each and every asset. This agent then calls an externally hosted (outsourced) monitoring centre on a daily basis to report information about where the asset is, who is using it as well as basic hardware specifications.



NetTrace Lease Manager – Data Points Collected by the Agent

Asset Data Collected by the Agent		
<p>Auto-discovered Data</p>	<p>Location</p> <ul style="list-style-type: none"> Local IP address Proxy IP address MAC address Call Date (historic record for 3 years) Call Time <p>User</p> <ul style="list-style-type: none"> ESN User name PC name E-mail address Default e-mail client/e-mail address <p>Software</p> <ul style="list-style-type: none"> Operating system <p>Hardware – Basic System Information</p> <ul style="list-style-type: none"> Computer make Computer model Computer serial number Processor type Processor speed Number of processors Hard disk size Hard disk space available RAM size Networking device description 	<p>Hardware – Modem Information</p> <ul style="list-style-type: none"> Modem model Modem port (if available) Modem speed rating: Max baud rate <p>Hardware – printer information</p> <ul style="list-style-type: none"> Printer attribute Printer name Printer driver name Printer port Printer server name Printer share name <p>Hardware Storage</p> <ul style="list-style-type: none"> Logical drive summary Storage device – ATA/ATAPI/SCSI (e.g. hard drive, CD/DVD) Floppy/removable drive
<p>Manual entry fields</p>	<ul style="list-style-type: none"> Asset number User department Lease responsibility Lease start date Lease end date Lease number Lease vendor Service contract vendor Service contract start date Service contract end date + 20 user-defined fields (Text or Date) 	<ul style="list-style-type: none"> These fields can be bulk loaded into the NetTrace system directly from a CSV file or replicated automatically by direct data base integration.
<p>Alerts</p>	<ul style="list-style-type: none"> E-mail and pager alerts triggered by user defined conditions set on data conditions above 	

Table 2.0: Detailed data fields collected by NetTrace Lease Manager



Basic Product Architecture and Data Flow Diagram

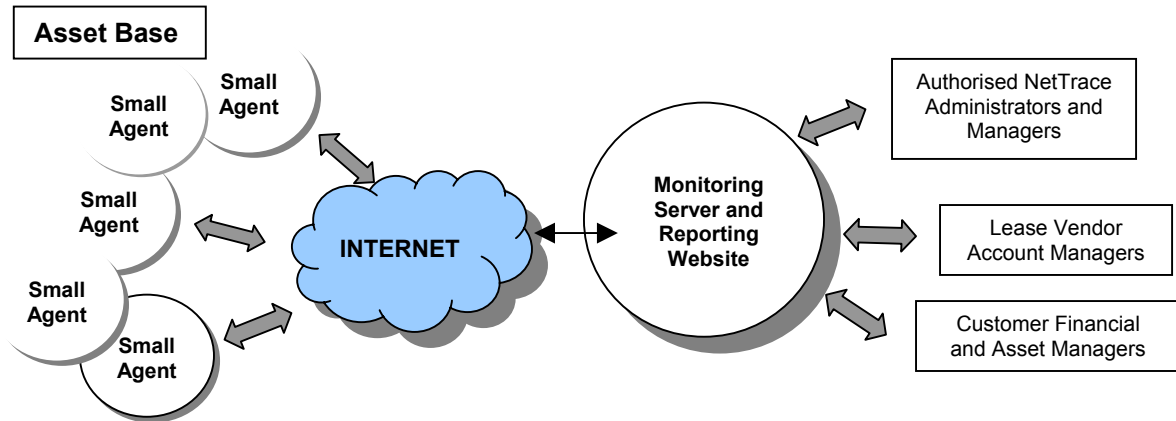


Diagram 1.0: All communication is encrypted. Reports and information are viewed / downloaded using a standard Internet browser.

Conclusive Benefits to Customers

NetTrace lease Manager is a fully Internet-based, hosted-service, which focuses on a limited number of critical aspects extracted from the full NetTrace Inventory service.

The Lease Manager Service offers the following benefits:

The ability for a customer to:

- track a leased computer;
- be proactively notified of lease end dates;
- track service warrantees;
- be proactively notified of warrantee end dates;
- know who is using which leased computer;
- link the lease premium to the actual computer asset;
- link the lease premium to a business cost centre;
- know the exact hardware status of a leased computer at any time;
- know when and how much a leased computer is being used
- truly attribute costs to a computer and therefore be able to find new ways to reduce total cost of ownership attributed to a workstation.

Consequently, efficiencies in the leasing model will be realized, and the hidden costs associated with managing a fleet of leased computers, reduced.

