

Your challenge is to deliver quality IT services that meet agreed-upon service levels whilst constantly adapting to changes in your business environment. At the same time, you need to obtain maximum value from your IT products and services to ensure you achieve the highest possible Return on Investment from your infrastructure.

To balance these priorities, you need effective Asset and Configuration management as a solid foundation for your day-to-day IT service support and delivery. You need to know what assets you have, where they are located, how well they are working, how much they are worth, and how effectively they are supporting your business.

assyst for Asset and Configuration Management helps you meet this challenge.

At the heart of assyst lies the Configuration Management Database (CMDB) – much more than a simple registry of physical assets, it provides an accurate inventory of your IT resources and the relationships between them. This provides the underlying foundation that binds and enables successful Service Desk Support, Incident, Problem, Change and Service Level Management.

Gain control over your IT Infrastructure with assyst.

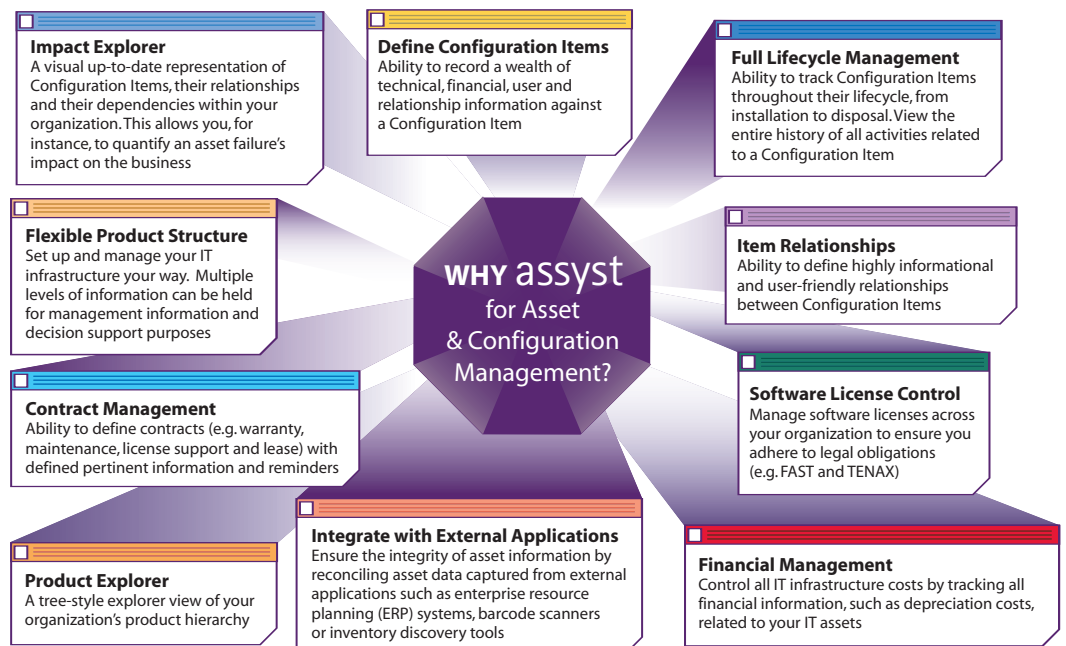


assyst is a Help Desk & IT Service Management solution supporting all ITIL disciplines in a single integrated and out-of-the-box product. Placed at the hub of your IT operations, assyst brings an unprecedented level of consolidation and cohesiveness to your IT Service Management.

- Dynamic User Interface**
A user-friendly and configurable interface, available in a number of deployment options
- Management Information**
Advanced reporting capability offered through a combination of out-of-the-box reports and ad-hoc reporting
- Seamless Process Flow**
Automatic link with associations to Incidents, Problems, Known Errors, Tasks and Changes
- Enabling security and privacy**
Ability to segregate and target defined user groups

"The cost savings of £3 million that we received as a result of one software audit, far exceeded our expectations."

npower



assyst for Asset & Configuration Management offers you the following benefits;

- ▶ Accurate information on all Configuration Items to support the IT Service Delivery and Support process
- ▶ Impact and trend analysis information for Problem and Change Management
- ▶ Improved IT security through advanced Configuration Item control
- ▶ Improved financial planning through clear identification of all assets and their associated relationships
- ▶ Improved software license management - ensure you remain FAST and TENAX compliant
- ▶ Increased confidence in IT Systems and Service Management
- ▶ Increased customer satisfaction

Rapid Deployment

assyst is a configurable solution that will satisfy all your IT Service Management needs right out-of-the-box, enabling you to get up and running quickly.

Axios Systems also provides a wide range of services to speed up your deployment process and help you get the most from your investment. Select from Consulting options including project scoping and analysis, technical consulting, training, product migration, and integration consulting. In addition, all Axios Systems staff are ITIL qualified to ensure a Best Practice implementation and ongoing support of your assyst solution.

Consistent and accurate results with seamless integration capability

assyst offers unrivaled connectivity via a wide range of plug-in adaptors which enable assyst to interface to any external application.

For example, assyst can ensure the integrity of the CMDB by reconciling asset data entered from disparate external sources, such as enterprise resource planning (ERP) systems, barcode scanners or inventory discovery tools. This means you can be certain that all information held in the assyst CMDB is accurate and current. As a result, IT decisions will be based on facts, not assumptions, allowing you to strategically manage and control one of your organization's largest investments.

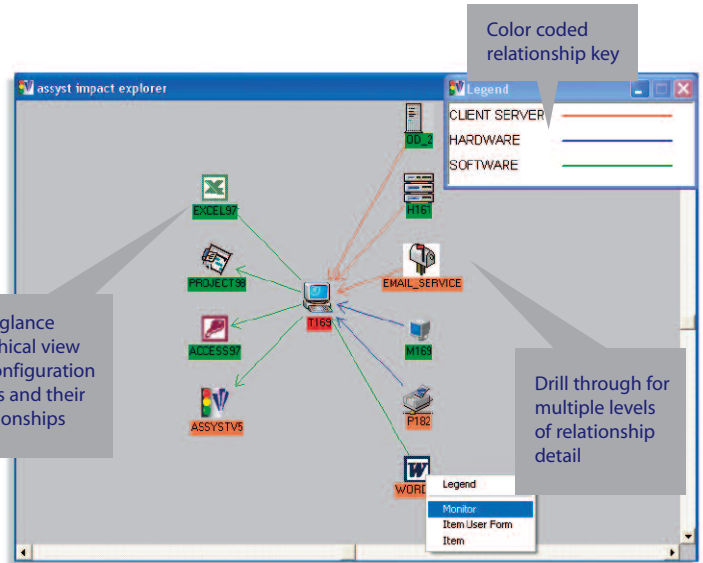
Diagram of assyst Product Structure



assyst and ITIL® (IT Infrastructure Library)

ITIL has developed into the most powerful and widely accepted set of guidelines for achieving Best Practice in IT Service Management. Comprised of a framework of successful approaches for achieving business success, ITIL helps organizations improve service delivery and reduce the cost of IT operations.

Axios Systems was the first Help Desk & IT Service Management software vendor to adopt the ITIL framework, and have pioneered assyst as the original ITIL solution.



assyst™

The world's most advanced ITIL - Help Desk & IT Service Management solution

for more information visit www.axiossystems.com or e-mail assyst@axiossystems.com

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