



Asset Management

The perfect overview of assets



Know exactly what assets you have, whose responsibility they are and where each item is with a few clicks. Get an overall picture of each and every device and streamline the end-to-end IT Asset Lifecycle, from acquisition to disposal, all in one place of inquiry.

Are you familiar with these challenges as IT manager?

- Are your IT costs increasing due to inefficient use of resources?
- Are your assets recorded in Excel spreadsheets and is it difficult to maintain?
- Do you struggle to find relevant information about devices when an incident occurs?

Keep track of the asset's operational records easily and transparently. Asset Management provides you with data for IT budget planning without unnecessary costs.

Our solution is a single point of truth that ensures your data quality and security through audit trails – no assets are lost or idle in storage.

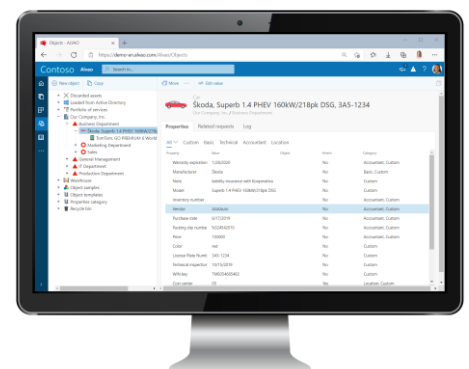
What do customers value about Asset Management?

- Clear property records for easy sorting thanks to the tree structure
- Immediate deployment.
- Automation that saves manual work.
- Seamless experience thanks to the deep synergy with Service Desk.
- Shortening inventory audit – from weeks to days.
- Complete asset history with automatic change and location recording.
- Each user can view their entrusted property.
- Clear overview of all installed software and licenses (SAM).



Our IT could have acted as a financial black hole. With Asset Management, we can accurately document all expenses. It is clear how IT supports the business.

**JOZEF HLAVAC | IT MANAGER
MOOG**



CMDB Diagram

With the ALVAO Configuration Database, you get a structured view of the IT infrastructure, ensure its security, and speed up incident resolution.



Electronic Handover Protocols

Changes in assets can be confirmed electronically by employees from the comfort of their workplace. You know exactly who is directly responsible for what assets.



HW and SW Discovery

HW and SW Discovery allow you to detect active devices wherever they are located, thanks to automatic search via TCP/IP. When multiple devices are detected at once, the servers are not overloaded or slowed down.



Easy integration with powerful REST API

Connect Asset Management with third-party applications such as ERP and IT Infrastructure Monitoring tools. Speed up data sharing, reduce processing time and get the most out of your infrastructure.



Inventory Audit

Inventory Audit streamlines inventory-taking and shortens it from weeks to days. Employees will receive a notification. On the web portal, they can see an overview of all assets which are directly responsible for. They simply confirm which assets they have and submit the form.



Service Desk

All tasks in one place



A friendly face for requesters, a powerful tool for internal services teams. ALVAO Service Desk provides a single point of contact for all in-company requests. IT support team gains an overview of the workload, clear priorities, and improved communication.

Are you familiar with these challenges as IT manager?

- Do you struggle with top management to defend the IT budget?
- Is your IT overloaded and operating in firefighting mode?
- Have you lost track of what your team is doing?
- Are you unable to effectively solve advanced workflows, such as starters/leavers process?

Thanks to ALVAO Service Desk, you will finally get an overview of your team's work. Team management reports in Service Desk help you to easily make decisions and present your results to top management. Your employees will appreciate the self-service portal also available through Microsoft Teams. Our tool saves your time and money. It's intuitive without extra user training.

What do customers value about Service Desk?

- Intuitive user interface known from Microsoft 365
- Reliable technical support to immediately solve your problems
- A tool that is developed together with our customers and their needs
- Seamless experience thanks to the deep synergy with Asset Management
- Automation of starters and leavers process
- Service Desk is used by the entire company without extra costs
- Eliminating and digitizing paper requisitions and speeding up their approval



By implementing the service catalog and the relevant approval procedures, we eliminated all paperwork in IT and increased data security.

PETR NEMECEK, IT MANAGER | LINET GROUP



ALVAO Service Desk in Microsoft Outlook

Deal with requests without leaving Outlook. With one click, you'll get all your required task information.



ALVAO Service Desk in Microsoft Teams

Using Service Desk integration in Teams will help users resolve incidents more quickly, and improve teamwork and cooperation with your business partners.



Data-driven culture with Power BI

Team management reports and IT performance reviews help you defend your budget or motivate your team. With Service Desk, you can see how goals, metrics, and KPIs are performing.



Powerful configuration with effortless upgrade

Reduce manual and repetitive tasks with no-code workflows, automate ticket routing and customize the interface for maximum end-user delight.



Easy integration with robust REST API

Connect Service Desk third-party applications to accelerate data sharing, reduce process time and realize the most value from your infrastructure.