



**Customer Support &  
Knowledge Management Solutions**



Novo Solutions for **ASSET MANAGEMENT**

## What Will It Do For You?

- **Improve Control:**  
Takes the guess work out of where your assets are located, who is using them, etc..
- **Reduce Time Spent Managing & Maintaining Assets:**  
Complete flexibility allows any asset information to be tracked. When combined with the completely integrated Novo Help Desk Software you can see which assets are requiring the most service and have a better feel of when to replace them.
- **Empower Your Help Desk/Service Desk Staff:** Help Desk staff can respond more effectively to end user trouble calls when they have access to detailed asset information (including installed software and hardware).

## Novo Asset Manager



Keeping track of PCs, laptops, PDAs, printers, network equipment, software (the list goes on) can be a challenge to organizations large and small. Assets move locations, get reassigned to other people, get replaced, etc. Management wants reports about asset allocation, usage and service history. Accounting needs accurate data for calculating depreciation.

**Knowing what assets you have, where they are located, when they were purchased, if they are still in use, etc. is critical information.**

Novo Asset Management Software is an *extremely flexible* IT asset tracking solution to help you gain and maintain control of this information.

### Novo Asset Manager Features List



#### Web Based, Industry Standards

- Completely Web Based - only a Web Browser is needed to manage assets
- Easily Accessible on your network
- Industry Standard Architecture (MS SQL Server, ASP/ASP.Net)
- No Additional Hardware Required (can typically be installed on existing servers)
- Utilizes Existing IT skills with minimal need for re-training



#### User Defined Fields

User Defined Fields - Allows tracking of any information related to the Asset (i.e. purchase order number, purchase date, serial numbers, contract numbers, etc.).



#### Completely Configurable Asset Views

Custom Asset List Views - each admin user can configure his own asset list view (i.e. the columns to display, list filtering and sort order).

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## Features continued:



### Transaction History

A complete transaction history is maintained as assets are moved around, status levels changed or assets are re-assigned to different end users.



### Asset Classifications & Locations

Asset Types - allows multiple types of assets (i.e. PCs, laptops, servers, PDAs, Cell Phones, network equipment, office equipment, etc.)

Locations & Sub-Locations - Specify the exact location of the asset.  
Example: "Atlanta, Georgia", "Admin Bldg.", "2nd Floor", "Room 323"

Asset Status - allows designated status levels (i.e. Active, In Storage, Disposed, etc.)

Unlimited Categorizations with User Defined Categorization Fields



### Asset Descriptions

Full Asset Description - add your desired character description

Asset Code/Tag Number ability to auto generate unique, sequential asset code numbers or manually assign codes/numbers

Asset Image - a picture/image can be uploaded and displayed in the asset detail view.

Asset Notes - add notes (tracks note date/time and user)

Attachments - any type of file (i.e. scanned purchase orders, warranty information, service agreements, drawings, MSDS sheets, pictures, technical specifications, etc.) can be attached to an asset. An asset can have multiple attachments.



### Security Groups, Permissions & Assignments

Administrative User Security Groups and Roles - ability to assign an administrative user to one or more groups with a unique role (i.e. Edit, View Only, etc.)

Permission Based Assets - ability to assign the "ownership" of assets to an administrative group. This allows different groups in an organization to manage their own set of assets.

Asset Associations/Assignments - associate/assign an asset to internal employees or departments and/or external customers.



### Asset Relationships

Relate Assets to Assets - for defining components of a particular asset (i.e. a network router card with its own serial number in a large network hub) or for simpler defining relationships between assets.

## Features continued:



### Reporting & Searching

Configurable Asset Views

Printer Friendly Views - custom list views and detail view

Custom Report Writer (optional module)

Complete Asset Searching - search all asset text and number fields including User Defined Fields

Searchable Attachments - if an attached file is a Microsoft Word, Excel, Power Point, Visio, PDF, HTML or txt file the text contents of this file will be searchable. Other 3rd party search plug-ins are available to search other file types.



### 3rd Party Integration

Import Assets - the ability to import assets from a delimited text file.

Export Assets to Excel - easily export the current asset list view to Microsoft Excel (for calculating depreciation schedules, etc.)



### PC Software & Hardware Inventory (add on module)

Auto inventory MS Windows based network PCs for software and hardware

Software Inventoried- all software in the MS Windows Add/Remove Programs List

Hardware Inventoried - includes information such as CPU/speed, memory, BIOS, disk drives, TCP/IP information and more

Relate PC inventory data to asset records

PC Remote Control - built in Microsoft Remote Desktop (for local network Windows XP desktops only)

Software Reporting - total number of licenses by title/version

## Related Products

### Novo Help Desk/Service Desk Management System

Full Featured Help Desk/Service Desk Management System

Completely Integrated with Asset Management Software

- » Allow end users/employees (or customers) OR Help Desk administrators to submit support/service requests for particular assets
- » List support/service history by asset
- » View end user PC software/hardware inventory data while responding to their support request

