

## Numara Track-It! delivers multi-site auditing and support

Gary Wiescher is the Senior Systems Administrator of Snap-on Tools in the UK, part of the global \$2billion hand and power tool company. Through the use of Numara Track-It! he has resolved a number of unusual challenges in auditing and supporting a user community that includes franchisees, a disparate mobile sales team as well as traditional, office-based users.

One of the biggest challenges faced by Gary and his 4-strong team is the audit and management of an IT inventory which is geographically dispersed across the UK. To help with this role the organisation chose Numara Track-It!

Recalling his preliminary searches for an asset management solution, Gary Wiescher says: "My choice of Numara Track-It! was actually very easy to make." "Up until that point we had used a very basic piece of software which had extremely limited functionality and it was clear that we needed a more robust solution.

I began researching the market but stopped as soon as I'd found Numara Track-It!. I'm not easily impressed, but Numara Track-It! had everything I needed and included all the key features straight out of the box." One of the specific areas Gary was keen to improve was the ability to audit laptops with different operating systems. "There are currently around 450 laptops across our IT estate and this figure continues to grow.

As each is purchased, we potentially acquire more operating systems to audit, each time adding more complexities for asset management. This problem was resolved overnight with the use of Numara Track-It!" Gary and his IT support team look after two very different user communities. The organisation operates a network of van-based Dealers which comprises over 400 franchisees, all of which lease IT equipment from Snap-on.

As the equipment is legally owned by Snap-on, the company carries the responsibility for ensuring correct licensing and maintenance. "Good asset management practice and associated compliance issues are very high on our IT management agenda." explains Gary. From its original use as a pure Asset Management solution, the use of Numara Track-It! has now expanded to include Purchasing.

**Snap-on**

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"The move to automated purchasing was a great improvement," claims Gary. Previously, he had been using hardcopy purchase orders, and carbons. "With Numara Track-It! the whole system quickly became much easier and more streamlined." "We are currently in the process of acquiring our FAST certification and are currently at the Gold Stage; Numara Track-It! has been a key part of our compliance strategy."

The next area of expansion was to bring the Help Desk function in line. The Help Desk team is split into two groups, each of which can handle up to 60 calls per day.

One group provides support for the network and the other for the franchisee community which also needs support for any IT problems encountered. Gary explains that the kind of support they need can vary significantly: "Naturally, some of these users are computer-literate and some are not, in fact, some are even afraid of their laptops!"

Gary's team of four also supports Snap-on Tools' Industrial sales team which targets large organisations. Gary had deployed Numara Track-It! to deal with network support issues and found the system to be excellent. His current plan is to integrate both support teams in their use of Numara Track-It! so that all calls are logged through the software.

Gary recognises that there have been many benefits to using Numara Track-It! and he feels as confident in the product today as he did when he originally selected it.

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## A small selection of organisations that depend on Numara help desk and service desk products

3M A.C. Nielsen	Hewlett-Packard
Abbott Laboratories	Hilton Hotels
Ameritech	Honda-Netherlands
AT&T	IBM
Bacardi	Lloyd's Bank
Cartier	Loughborough College
Charles Schwab	Lucent Technologies
Chase Manhattan Bank	Mercedes-Benz
Chester City Council	Mitsubishi Motors
Chrysler	Motorola
Chubb	Nabisco
Cisco Systems	NHS Tayside
Deloitte & Touche	Nikon
DHL Airways	Pfizer Pharmaceuticals
Discovery Channel	Pirelli
Dr. Pepper	PricewaterhouseCoopers
E.I. Dupont	Quaker Oats
EDS	Reebok
FedEx	Rolls-Royce
Ford	Shell
GE	Sony
Goodyear	Sotheby's
	Texaco
	UPS



### About Numara Software

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.