



# Service Delivery Assistant<sup>®</sup>

Empower your Service Delivery Team – Reduce Project Risk, Lower Cost, and Increase Revenues

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As an IT System Integrator, Managed Service Provider or Value Added Reseller you are no doubt delivering a wide variety of services to your clients that require an accurate, up-to-date view of their IT infrastructure. You may be involved in a technology refresh, operating system migration, application upgrade; or performing a value-added service such as auditing for software license compliance or for security vulnerabilities; or involved in providing a managed or outsourcing service.

If your client has a robust Asset Management application in place and the data to go with it, *no problem*, these initiatives are easy to address. But if they don't, you will have to either perform an IT assessment or make an educated guess. Either way, obtaining an accurate view of your client's IT infrastructure is critical to your proposal and ultimately a successful engagement— on time and on budget. And, performing an IT assessment can be expensive and time consuming.

InControl's Service Delivery Assistant (SDA) delivers you the IT Infrastructure data you need **fast**; is **non-intrusive** to the Client environment and is **accurate**.

Imagine if your engagement team began each assignment with a **complete inventory** of the client's networked IT infrastructure, obtained **within days** and with **minimal effort** on your part. Would that lower your project risk, reduce the project timeline, increase your service margin and offer additional insight to your client? The short answer is **yes!**

InControl's SDA appliance discovers the entire network and every network-attached device – desktop, laptop, server, router, hub, switch, network printer, etc. The inventory database contains hundreds of attributes about the hardware, operating system and installed applications. Imagine, if just a few days after signing a service contract and statement-of-work (SOW), you could show your client a complete view of their networked IT infrastructure and a set of meaningful reports – reports that enable you to help your client make informed business decisions that same day!

## InControl's SDA Offering

The InControl SDA appliance is extremely simple to install, takes less than 2 hours to set-up and begins working immediately. The discovery and inventory process is non-intrusive – there is **no software agent** to deploy -- and it supports all major Operating Systems (Windows, Unix, Linux, Mac). The inventory process is fast, accurate and thorough.

The appliance can be installed at the client site or delivered as a hosted service, and can be set-up to maintain a near real-time view of the clients networked IT Infrastructure. InControl's proprietary business logic framework is easily configured to notify you or your client of events that occur within the infrastructure that need to be addressed. This could be as simple as the detection of a new device on the network or an *out-of-compliance* alarm identifying a newly installed application or the detection of a system that is not OS patch compliant.

If you are providing **break fix** services and are not sure exactly how many IT devices you are supporting (Gartner Group estimates that break fix contracts are routinely under-bid by 20-25%), then you may want to perform your own audit. Or perhaps build an IT audit into the break fix contract that will form the basis for the service level agreement and the break fix fees.

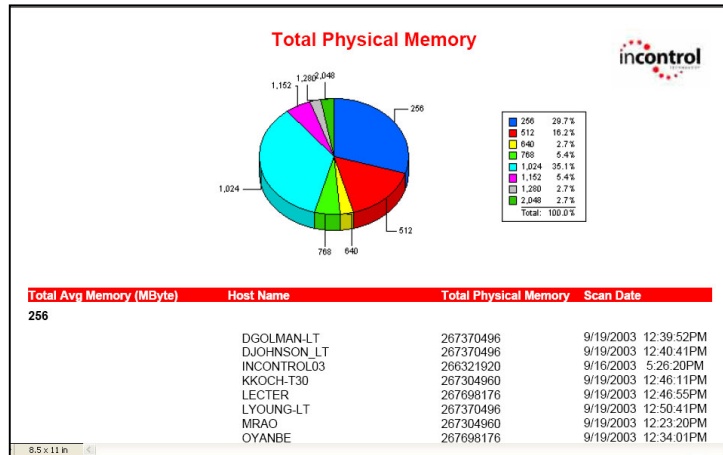
The business benefits of integrating InControl's SDA into your service products include:

Realistic project estimates	Improved SLA performance
Lower project risk	Higher margins, lower cost
Faster delivery	New revenue offerings

But perhaps more importantly, InControl SDA integrates leading edge technology with your service expertise that enables you to develop a **trusted advisor** relationship with your clients. Imagine what you could do for your clients if you had detailed insight into their entire IT infrastructure.

## It's all about Reporting

InControl SDA delivers a standard set of reports and exports the inventory data in XML so you can easily incorporate the data into your reporting tool of choice. Hundreds of configuration attributes are inventoried per device, including:



Model and Manufacturer	Type and Subtype
CPU type and performance	Installed Memory
Operating System Type/Version	Applications Installed
Logical Devices by Asset Type	Logical Network Devices
Logical Devices by Server	Logical Devices by Workstation

In addition to the exhaustive inventory data, InControl provides the following standard reports for:

Assets by Hardware Vendor	Assets by Location	Assets by Country
Assets not Scanned	Computer by Operating System	Computer by CPU
Computer by Memory	Computer by BIOS	Applications by Computer
Applications by Vendor	Software with same License Key	Missing Security Patches
Top10 Security Issues	Software with different License Key	

## In Summary

New technologies like InControl SDA will change the landscape of the IT Service sector over the next couple of years, just as the internet has altered that sector today with Managed Service and Hosting capabilities. InControl not only build's on this concept but leverages the existing infrastructure as a 100% Web-based solution.

A complete and accurate inventory of your client's IT infrastructure provides you the means to move your clients business forward in an expeditious and informed manner. It also offers a variety of new opportunities. Now that you know what your clients have, where it is and who is using it -- you can offer value-added services and products that will reduce your clients infrastructure cost while improving their productivity and efficiency.

## How do you get started?

InControl's SDA appliance is leased annually and priced based on the number of IT assets discovered and inventoried. The service provider pays a fee to InControl based on usage. There are **no limitations** on the number of client engagements or the number of assets discovered and inventoried.

This is how it works.

You provide an appliance that meets InControl's technical specification – hardware and software. This can range from a laptop to a 1U appliance. InControl installs and certifies the SDA appliance. InControl then provides administrator and technical training that will enable your team to perform inventories and analyze/report on the inventory data.

The appliance is initialized with a “client key”. This key allows you to discover and inventory one client. The key has a 30-day life. Once you complete the inventory (which should actually take no-longer than 1 week), you connect the SDA appliance to the InControl network and acquire a “new client” key to enable your next engagement. The appliance reports the number of assets discovered/inventoried and InControl invoices you based on usage. Then you are off to the next client.

**For more information, contact us at:**

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