



ProSight IT Asset Management Services

Cut IT service costs and improve security and compliance with Progent's world-class network infrastructure documentation management services

Small and mid-size businesses have notoriously poor documentation about their IT infrastructure. Vital information about things like passwords, certificate expirations, and IP addresses plus key procedures like backup/recovery may be buried in emails, scrawled on sticky notes, locked in someone's head, or randomly distributed among spread sheets, SharePoint sites and Word documents. Worse, crucial IT documentation is rarely kept up to date and is usually impossible to correlate automatically. Whenever an employee leaves, vital information about IT infrastructure may be lost or compromised. If a switch needs to be upgraded or replaced, it can take precious time to determine which applications and users may be impacted. The penalty for poor IT documentation is wasted time. Up to 20% of IT support time is spent hunting for the information needed to resolve issues.

Progent's ProSight IT Asset Management Service to the Rescue

ProSight IT Asset Management service solves the infrastructure documentation problem the way major enterprises do: by using a purpose-built IT documentation management platform tightly integrated with their PSA and RMM systems. This combination provides standardization to enforce best practices and automation to save time. The result is fast ROI, typically within a few months, by minimizing service time, maximizing network productivity, and bolstering network security. Thorough IT documentation also saves direct IT support costs by enabling more self service for end users and also by allowing Tier 1 technicians to perform much of the work that would otherwise require a Tier 2 engineer.

What Can ProSight IT Asset Management Document?

ProSight IT Asset Management is a cloud-based IT documentation management service that makes it easy to create, update, locate, retrieve and protect information about your IT infrastructure, processes, applications, and services. ProSight IT Asset Management includes a centralized repository for storing and sharing all documents related to managing your business network like standard operating procedures (SOPs) and How-To's. ProSight IT Asset Management also offers a high level of automation for gathering and associating IT information. Whether you're planning enhancements or reacting to a crisis, ProSight IT Asset Management delivers the information you need when you need it.

Key Features of ProSight IT Asset Management Service

ProSight IT Asset Management includes a continually expanding array of features that provide enterprise-class IT documentation management at an ultra-affordable price. Key features include:

- **The Ability to Track All IT Assets** including network-attached devices with and without IP addresses
- **Relationship Mapping** to define and maintain associations among various network elements
- **Domain and SSL Tracking** to protect your domain names against expiration and DNS changes
- **SOC 2 Security** includes granular access control, version management, and detailed activity logs
- **Documentation Collaboration** supports secure document sharing with colleagues and partners
- **Immutable Audit Trail** lets you see information that is accessed, created, revised or removed
- **Version Control with Rollback** covers devices, passwords, domains, SSLs, and custom asset types
- **Deep Search** quickly finds crucial info like serial numbers, IP addresses, passwords, procedures, apps

ProSight IT Asset Management is available to Progent's IT consulting clients at a low, fixed monthly fee.

Find Out More About ProSight IT Asset Management Services

For more information, call **800-993-9400** or send email to Progent at **information@progent.com**

FEATURES

- Cloud-based IT documentation management services
- Based on the leading network infrastructure documentation and management platform
- Track networked devices with or without IP addresses
- Track complex elements like VMs, WAN, LAN and wireless
- Send automatic alerts about impending expirations for SSLs, domains and warranties
- Full password management
- Securely share documents like standard procedures, How-To's, training videos, network diagrams, and any type of file
- Map relationships among IT elements so changes in your documentation ripple through to associated items
- Immutable audit trail shows when information was created, accessed, edited or deleted
- Version control with rollback
- Fast search capability across all classes of IT assets

BENEFITS

- Eliminate up to 50% of time wasted looking for information about your network
- Well organized documentation enables self-service, lowering support costs and improving end user productivity
- Easy access to information allows Tier 1 technicians to handle tasks otherwise done by Tier 2 or Tier 3 engineers
- SOC 2 security makes it easier to comply with industry and government standards