



ASSET DISCOVERY SERVICES

SUPPORT TECHNICIANS NEED EASY ACCESS TO INFORMATION ABOUT A REQUESTOR'S ASSETS IN ORDER TO PROVIDE HIGH QUALITY SERVICE.

And, organizations need an easy way to view all the assets across their environment.

TeamDynamix Asset Discovery Services is part of the core TDX platform and can easily start to discover assets within your network.

Discovered assets are brought into the asset database within the TeamDynamix Assets/CIs application.

These can be combined with manually entered assets for a complete view of your entire enterprise.

We can help you.

EASY-TO-USE ASSET DISCOVERY & MANAGEMENT ON A SINGLE PLATFORM

- Quick and Easy Import
- Discover Multiple Devices:
 - Windows
 - Mac
 - Linux
 - Chrome
- Operates as Part of the Complete TDX IT Service Management Platform

Technicians can quickly access asset data from within the ticketing application – imagine a real-time view!



“ A vendor’s Emotional Footprint can influence whether a client chooses to do business with the organization. TeamDynamix received the absolute highest rankings in this category, scoring a 92% in ITSM and 90% for PPM.”

- David Piazza, President of Software Reviews, Info-Tech

A Simple Way to Integrate Your Asset Information within the TeamDynamix Platform

Asset Discovery Services uses active scanning and/or Windows-based agents to gather information about the assets in your network, then relays that information to the TDX cloud environment. The asset manager will then be able to review the results of the scan and approve the discovery process to update assets within the Assets/CIs application.

Asset Discovery provides a simple way to integrate your asset information with TeamDynamix, making it easy to work with assets from other areas of the system. One platform – One View.



IT Service Management (ITSM) with integrated Asset Discovery Services

Multi-protocol Search & Discovery

Asset Discovery Services is a comprehensive approach to asset management—one solution for Windows, Mac, Chrome, Linux, and networked devices.

WMI

Windows Management Instrumentation - discovers Windows computers & servers

SSH

Secure Shell – discovers Mac & Linux devices

SNMP

Simple Network Monitoring Protocol – discovers business-class networked devices (e.g., printers, network equipment, power supplies, etc.)

UPnP

Universal Plug and Play – discovers consumer-class devices on the network

Asset Discovery Services also uses Ping to determine if there's a device with a specific IP address and ARP/DNS to identify device names when we can't get much from the protocols above.





Paving the Way for Improved IT Maturity

Unified Reporting Takes ITSM to a New Level

- Track replacement cycles based on age, model, or component.
- Run financial reporting for external stakeholders (e.g., departments that purchase assets that IT manages) for validation of equipment budgets.
- IT organizations can determine whether the endpoints will support software that is being considered for use within the organization.

ITSM Belongs with Project Portfolio Management

Sometimes service requests need to become projects – and projects often kick off a series of small requests.

That's why we put them together. TeamDynamix offers Service & Project Portfolio Management together on one platform for a true work management solution.

Experienced Services Organization

The **TDX Professional Services** team offers the experience that comes with performing hundreds of implementations and trainings. We will work with you from start to finish including process consulting and ongoing support services.