Crow Canyon Software *NITRO APPLICATIONS*

IT ASSET MANAGEMENT

The best comprehensive solution used by organizations around the world!

TRACK & MANAGE ALL YOUR IT ASSETS IN A UNIFIED SYSTEM

Keeping asset records current is a challenge. But if you don't, you could be losing money, spending more than you need to, or using staff for record-keeping and research when they could be deployed more productively.

Linking tickets to assets is key to cost-saving efforts in equipment and facilities maintenance. Asset Management works with our Help Desk to enable tracking of any type of asset: computers, servers, buildings, equipment, and more.

- Compare unified asset information in a single view for planning and budgeting.

- Track and manage asset requests with the Procurement & Purchasing module.

- Integrate with SCCM, Lansweeper, and other discovery tools for automatic inventory over your entire network.

- Receive support and service from experts in IT operations, SharePoint, and Crow Canyon!

NITRO Applications are built for integration with Office 365, Teams & SharePoint. These applications...

...drive productivity and efficiency at organizations around the world.

...are practical tools that solve real business problems.

Crow Canyon's goal is to engage users, streamline operations, and power continuous improvement with its applications, including:

Request Manager

HR Requests

Purchase Requests

Clients who use this application:

Bruce Power

Covered California

The London Clinic

United Technologies

REMOVE MANUAL PROCESSES FOR IT REQUESTS

Trying to use email, phone or direct interaction as a request system results in a chaotic, time-consuming process. Questions such as below go unanswered:

- How many service requests did we receive?

- What is their turnaround time?

- What is the cost of fulfilling the request?

- How are tickets assigned and tracked?

The ability to automate service request creation, tracking, and fulfillment is key to cost-savings and improved performance.

BENEFITS

Incredible ROI: Built on Microsoft SharePoint, Crow Canyon Software is quick to deploy, easy to use, and low cost. ROI is a matter of weeks.

High User Acceptance: Because it is built upon Microsoft SharePoint, the user interface is familiar and easy to access.

Automate Service Tracking: Track and automate requests for IT services. Requests can be made via SharePoint, web, or phone.

Improve Service, Lower Costs, Raise Productivity: Chaotic emails drain productivity and increase employee frustration. Eliminate manual processes. Automate request processing across your organization.

Track All Types of Services: IT Support Requests, New Equipment Requests, Password Resets, On-boarding, Server Moves, Upgrades and Patches, and many more...

POWERFUL FEATURES

Install and deploy quickly on your existing systems	Submit tickets through SharePoint, web or phone
Route automatically to responsible group or individual	Measure performance with full reporting
Link and attach existing forms to tickets	Customize to support your existing workflows
Accelerate productivity with knowledge bases	Identify overdue tickets, high priority status with alerts

OPTIONAL MODULES FOR IT ASSET MANAGEMENT

IT Help Desk

Change Management

Service Level Agreements