

# Workplace Compliance

## Take Control of all IT Assets, Licenses and Contracts for all your Devices

### What's Included?

- **License Intelligence Service (LIS) Automation**
  - **Automatic software recognition** – takes inventory feeds from many tools (Matrix42 inventory and metering is included) and filters through the Matrix42 list of over 600,000 software fingerprints and 200,000 SKU's. Produces a simple list of "software you ought to have a license for"
  - **Comprehensive license modeling** – out-of-the-box license models for 69 types of license, including adobe points, per user, per machine, CAL, per processor, second copy. Gives you automatic license balance
  
- **Compliance (Workplace Compliance)**
  - **License Management**
    - Import, control and reconcile licensing data to avoid overspending and non-compliance
    - License tracking
    - License inventory management
    - License compliance and reconciliation
    - Compliance and license inventory interactive reporting
  - **Asset Management**
    - Central inventory of all devices, so administrators can easily locate and configure IT assets
    - Asset discovery for all devices
    - Software and hardware inventory
    - Allocation of IT assets within the organization
    - Data interface to 3rd party discovery systems
  - **Contract Management**
    - Securely stores all contract files in one central database for quick access and insight into master agreements and general licenses
    - Management of supplier, agreements and contracts
    - Active deadline monitoring
  
- **Self-Service**
  - **Service Desk**
    - Process interface to procurement and financial accounting
    - Submit, solves, track and manage any requests via an intelligent end-user self-service portal on any device
  - **Inventory**
    - Complete view of every asset connected to the corporate network
  - **Self-Service Portal & Service Catalog**
    - Intuitive self-service portal including management approval
    - Simple user interface – requires no end user training. Full control over what the end user see and request. Fully searchable
    - Status updates – users can see what exactly where their request is in the system, and issue reminders without calling the Service Desk
    - Configurable authorization – requests can be auto authorized, one step, two step, multi step, extra step if procurement required and can be made dependent on factors such as requestor, cost center, service owner, items in stock
    - Comprehensive cost reporting – both for authorizing managers to determine their YTD spend, as well as per service, department, cost center, etc.
    - Integrated cross-charging – charge users or departments according to their actual consumption of services
    - Support Requests – users can easily request support from the service desk, track their cases and review solution proposals
    - Knowledge Base – users can search and browse for troubleshooting help, how-to, manuals or other helpful information
    - Announcements – keep users up-to-date during downtimes or announce planned changes
  - **iPhone App**
    - Allow end-users access service desk and catalog
    - Browse service options, view pricing, order and request support