Samantha™ & FootPrints® Integration

Save Money. Save Time. Create your CMS with FootPrints® and a Samantha™ CMDB.

Leverage what you have.

Leave the best to the best.

Since the mid-90's, companies have been deploying Help Desk / Service Desk products. This investment has also led to countless hours of set-up, custom integrations and usage training, both within IT and the user community. Many service desk products today provide good, if not great capabilities to meet your daily, end-user support requirements.

Don't throw your investment away.

ITIL version 3 directs organizations to create a Configuration Management System (CMS) from a federated linking of a CMDB to other service management tools. No longer is a "one-size-fits-all" a cost effective way to go. Because of this, Netwatch Solutions follows the newly preferred federated approach.

The System Asset Management System™ - a.k.a. Samantha™ - is a cutting-edge, enterprise configuration management database (CMDB). It is a business management tool, a product "at home" with IT management and executives, as a business intelligence tool. Quite intentionally, Samantha's strategy relies on your best of breed solutions for systems management, event management and service support.

The federated advantage

The most effective approach relies on federatation – an information store that has inputs from a combination of tools. Samantha puts it together – bringing high value capabilities (e.g. application dependency mapping, change prediction) and authoritative systems information.

About BMC FootPrints

Your processes may be complex, but that doesn't mean your service management solution should be. Every business is unique, but that doesn't mean your service management solution should require costly custom development and consulting to support your needs.

Enter BMC FootPrints: an uncomplicated, flexible and cost-effective IT service management solution. BMC FootPrints helps you drive business success through excellent customer service, and reduce resource drain by streamlining and automating operations.

Base functionality includes:

- Centralized service management
- Comprehensive workflow automation
- Intuitive user-interface
- Two-way mail integration
- Online self-service
- IT asset management integration
- Extensive reporting

If you are looking to move to a new service desk, BMC Footprints is a product to consider.
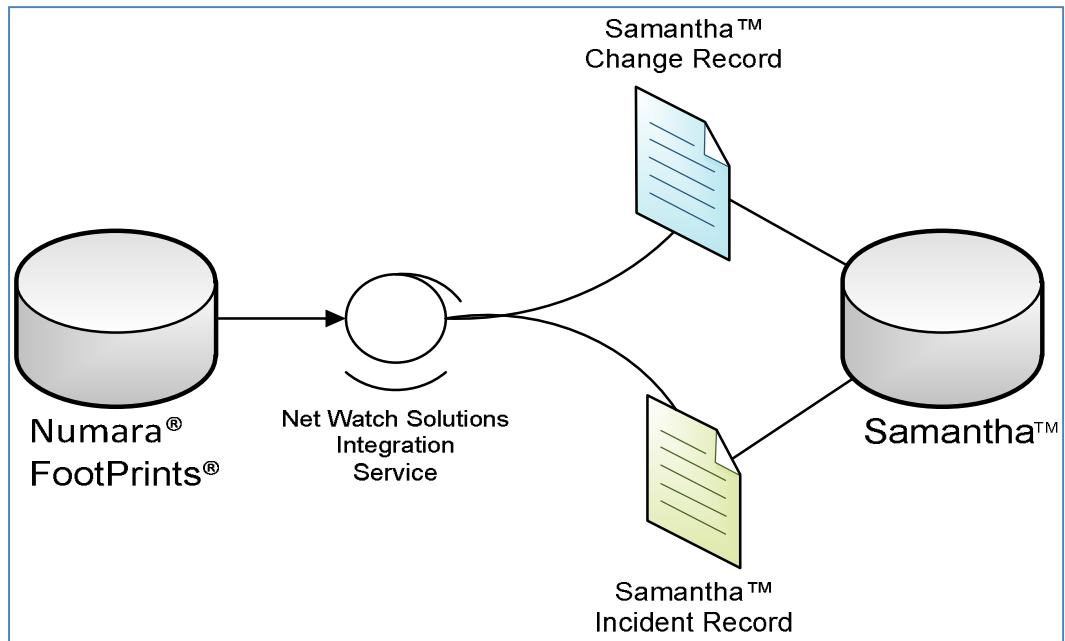
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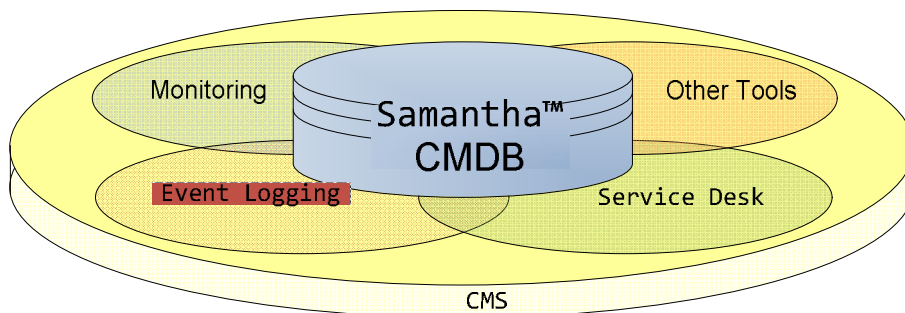
www.netwatchsolutions.com

CMS Model: With Samantha™ CMDB and BMC FootPrints® Service Desk

Samantha™
Change Record

Numara®
FootPrints®

Net Watch Solutions
Integration
Service

Samantha™

Samantha™
Incident Record

Control costs, optimize software investments, and gain the insight you need

Reuse data. End duplication of efforts.

Service desk systems are user-centric, but SamanthaÎ   is asset-centric. FootPrints tracks issues to the person who called, whereas SamanthaÎ   organizes information based on the system that is affected.

However, natural data intersections occur:

- User calls that lead to system changes
- User calls that report system outages
- User calls that create IT projects

Real-time integration allows Samantha Change Records to be pre-populated with FootPrints Service Record data. AJAX-enabled technology searches the FootPrints database on-the-fly, allowing effortless linkage of change records to service records.

Samantha ó Footprints integration is flexible. This capability allows you to select 1) all open service issues, 2) only open service records assigned to the change implementer, 3) only service records assigned to the change requestor, or 4) only service records assigned to both the change requestor and change implementer. If needed, active hyper-linking in SamanthaÎ   allows users to launch FootPrints on-the-fly.

Integration pre-populates numerous data fields, including:

- Change records: Business Justification
- Change records: Description
- Change records: Service request number
- Change records: Requestor
- Incident records: Description

Add scale when and where you need it

As your business needs grow, SamanthaÎ   meets many diverse needs. The product features traditional ITIL capabilities like Configuration, Change, Incident and Problem Management. Manage your financial obligations with Financial Management. Take support to a new level with Service Management and prove your reliability with Availability Management.

Business-facing capabilities include Jobs, Controls, Complex Change Rules, Business Alignment, and Project Management. True value comes from custom integration of your CMDB to enable unique business requirements of your particular industry.

When you begin with Samantha, you can end-up as a recognized value-leader in your company and across your industry. Let us show you how.

Other Samantha™ Integrations

Netwatch Solutions is continually developing integrations with popular, best-of-breed tools:

- Microsoft Active Directory
- Configuration Management: SQL Server native discovery
- Configuration Management: DNS Address native discovery
- Asset Management: Netwatch Solutions Audrey™ probes (SNMP & WMI agentless auto-discovery)
- Asset Management, Avocent LANDesk
- Event Monitoring, Ipswitch What's Up Gold
- Job Management: Commvault Simpana (data backup solution)

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