

ScanStar

ScanStar for ITSM Solutions™

SPEED & EFFICIENCY

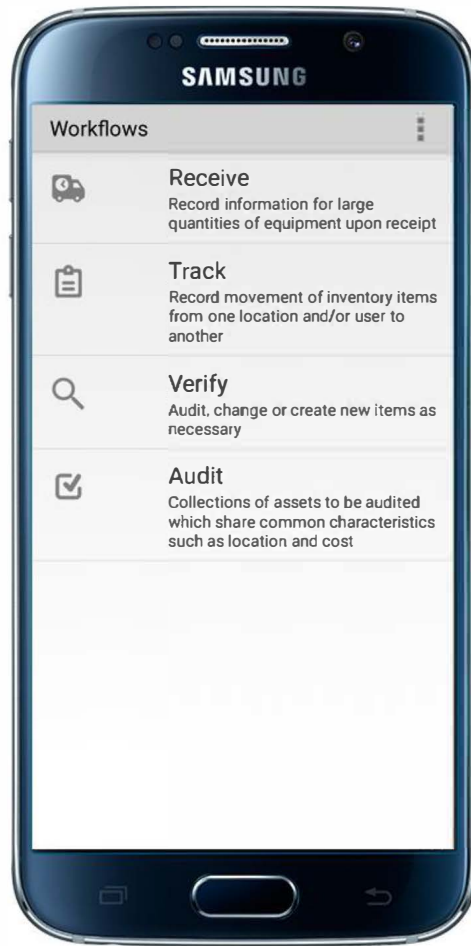
Easy to use interface makes the process of receiving, tracking, and auditing assets quick and simple

ACCURACY

To be effective, a CMDB must be accurate. Barcode scanning provides a low cost, highly reliable method of ensuring database integrity

A COMPLETE PICTURE

Complement auto-discovery software tools which can identify IT assets, but can't always locate them or determine ownership electronically



Exploit the accuracy of mobile barcode scanning to more accurately track your assets through the use of common optical barcode tags. ScanStar will allow you to record the movement of inventory items from one location and/or user to another and provides a record of all actions associated with an item throughout its lifecycle.

Speed entry of asset data into your system at time of receipt. Enter common information for large equipment orders once then scan each item to record the data quickly and easily.

An efficient, cost-effective method to track fixed asset inventories of capital equipment, computers, furniture and other resources.

Perform field audits, update information as necessary or add new items "on-the-fly".

Keep a complete history of your assets. Know where they are, where they've been, who's been using them.

Because discovery software can only see what is connected to the network at the time the scan is performed, only 65-70% of actual IT assets are found. Without a physical means of tracking assets, you will never have a complete picture of exactly what you have and where it is.

ScanStar is completely customizable and provides for item-specific forms allowing you to focus on tracking the properties you care about most.



ScanStar

CITYPE-SPECIFIC FORMS

Every time an item is scanned, only the properties that you've chosen to track for that type of asset are displayed.

IN-APP FORM DESIGN

Customize your scanner forms in one easy to Administration interface built into the application.

TECHNICAL SUPPORT

RightStar's support options are designed to help you quickly avoid and resolve problems or questions, ensuring the highest level of availability. All levels of support allow you to contact us by telephone, internet, and email.

For more information on any of our products or services please visit us on the Web at: www.rightstar.com

Features and Benefits



Imagine walking through your organization, scanning a barcode on a PC and being presented immediately with the manufacturer, model, lease/warranty expiration date, the location and staff assigned to the unit. Is the information correct? If not, update the properties on the mobile device and you instantly have a properly identified asset in your CMDB. You scan the monitor next to the PC only to discover it's not in your CMDB! No problem, add this piece of equipment on your mobile device and it is instantly created in the CMDB.

ScanStar allows field auditing to this extent by providing user-defined forms which are customized to represent the data you wish to track. Using these same customizable forms, you've got the ability to receive items to your warehouse quickly by pre-loading properties that correspond to the order (vendor, cost, order number, etc.) then simply scanning each item to record all information in your CMDB. After you've finished receiving your orders, track the movement of your assets to the staging area, deploy them to the field or bring them in for repair. Whatever the task, ScanStar keeps a record of every transaction in the CMDB.

ScanStar Workflows

Receiving – Record information for large quantities of equipment upon receipt, quickly and easily. Enter common properties for an order only once ... Examples include:

- Manufacturer & Model
- Asset Tag & Serial Numbers
- Item Description
- Accounting Information
- Warranty Information

Tracking – ScanStar records movement of inventory items from one location and/or user to another. It provides a record of all actions associated with an item throughout its lifecycle such as:

- Installation
- Reallocation / Movement
- Repair
- De-install / Excess

Verification - A simple scan of the barcode tag reveals as much information about an item as you care to track. Scan a user-applied asset tag or a manufacture's serial number barcode to reveal attributes such as:

- Manufacturer
- Model
- Physical Location
- Organization
- Person
- More...

Audit – ScanStar provides ability to create AuditSet queries that retrieve collections of assets to be audited which share common characteristics such as location and cost.

Supported Products

- ServiceNow
- Atlassian Jira Service Management (JSM)
- Atlassian Insight for JSM
- BMC Footprints
- BMC Helix Remedyforce Service Desk
- BMC Helix ITSM Suite
- BMC Client Management

System Requirements

Barcode Scanners

Android v4.4 or higher compatible devices
iOS 11.2 or higher compatible devices