

TELESOFT ASSET MANAGEMENT

STREAMLINED MANAGEMENT OF ALL MOVE, ADD, CHANGE, AND DISCONNECT ACTIVITY WITHIN THE ORGANIZATION'S TELECOM ENVIRONMENT FOR ONGOING ACCURATE INVENTORY

OVERVIEW

According to analysts, 75% of all enterprises are exposed to varying degrees of risk because of insufficient IT/telecom asset management. The Telesoft Asset Management Solution optimizes telecom administration by streamlining work order management, centralizing inventory, and speeding vendor procurement.

HOW IT WORKS

The Telesoft Asset Management module plugs into Telesoft's integrated management platform and is offered as a hosted, licensed, or outsourced solution.

1. Automated Work Orders - Request and assign work orders through a standard web-based interface. Approval-based workflow ensures authorization and speeds work order completion.

2. Electronic Procurement - Communicate directly with all vendors through a single centralized interface. Assign vendors to orders in real time.

3. Ongoing Order Management - Prioritize and monitor work order status from start to completion. Assign and distribute work to your technicians' smart devices.

4. Trouble Ticket Support - Manage trouble tickets throughout the process. Enable self-help through a library of standard questions and answers.



CENTRALIZED INVENTORY MANAGEMENT

Consolidates assets into a single view for better management and tracking. Manage tangible assets including desktop phones, switches, routers, personal computers, software licenses, and mobile devices. Get a complete inventory for any location and track items by bar code, serial number, and/or asset tag.

ELECTRONIC VENDOR PROCUREMENT

Speeds moves, adds, changes, and disconnects (MACDs) by communicating directly with all vendors through a single interface, closing the procurement loop. Assign vendors to orders in real time and create equipment sets by vendor, scheduling workloads and technical staff. Allocate work and equipment costs to the appropriate user and/or groups. At the end of the procurement process through the Telesoft Asset Management Solution, the telecom inventory is updated along with contracted rates, and charges are validated upon the next billing cycle through the Telesoft Invoice Management Solution.

FEATURES AND FUNCTIONALITY

Work Order Management - Automates the entire work order process from order to completion through an easy to use web-based interface and automated workflow emails

Inventory Monitoring - Monitors all soft inventories (circuit, trunk, working telephone number) along with expected one time charges, usage budgets, recurring costs, and install/termination dates

Cable/Wire Management - Determines the layout of your network and manages the ports, jacks, and cable pairs are available at all times

Switch and Router Port Inventory - Automates the management of networked devices, including all voice and data switches, while providing a view of available, used, maintenance, assigned and dead ports

Trouble Ticketing - Assigns and manages help desk tasks and technicians while standardizing problems and resolutions for improved reporting

DELIVERY OPTIONS

Hosted - Control your telecom expenses while we manage the software

License - Install and manage your Telesoft solution behind your firewall

Managed Service - Let Telesoft streamline your business and telecom processes by managing your TEM solution on a day-to-day basis

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Reach out for more information

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