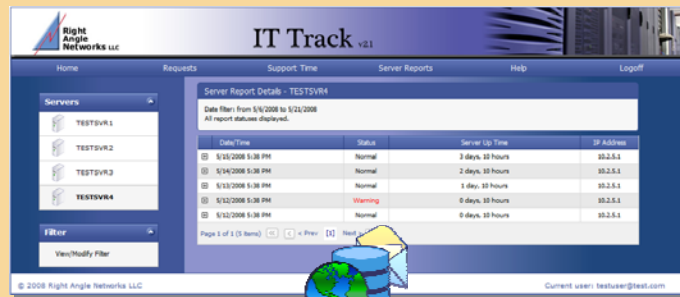


## Customer-managed networking with ITTrack



Date/Time	Status	Serial ID	IP Address
5/12/2008 5:38 PM	Normal	2 days, 33 hours	10.2.5.1
5/14/2008 5:38 PM	Normal	2 days, 33 hours	10.2.5.1
5/13/2008 5:38 PM	Normal	1 day, 33 hours	10.2.5.1
5/12/2008 5:38 PM	Warning	0 days, 33 hours	10.2.5.1
5/12/2008 5:38 PM	Normal	0 days, 33 hours	10.2.5.1

### Server Reports

Drives  
Available  
Defrag Status  
Exchange Server  
Mailbox Store  
Public Folder Store



### Support Time

Current Agreement  
Time Used  
Time Available  
Support Category Tracking  
Previous Agreements

### Support Requests

Submission  
Status  
Update  
Resolution/History  
Reports

## Server Reports

- ✓ Vital server statistics and status
- ✓ Proactive and unattended
- ✓ Secure online server report history
- ✓ Non-intrusive to server operations
- ✓ Secure submittal
- ✓ Stored in centralized secure database

## Support Requests

- ✓ Online secure submittal of IT support requests
- ✓ Up-to-date status, progress toward resolution
- ✓ Detailed resolution, technical support details
- ✓ Secure, searchable request database
- ✓ Email notifications of request submittal, request status

## Support Time

- ✓ Detailed accounting of support time, tasks
- ✓ Secure online support time history
- ✓ Download, print in PDF, Excel, delimited formats
- ✓ Search, sort by task category, onsite vs. remote support time
- ✓ Stored in centralized secure database