

ASSET INTEGRATIONS

SMS, EPO, WASP, SCCM, SCOM & MORE

How Improving SDE Performance Will Bolster Your Bottom Line



Where's your stuff? How old is it? Is the warranty expired? Who uses it? What is its service history? If your organization does not track assets and cannot answer these questions consider how SDE's asset tracking module can improve awareness of asset costs, service histories, warranties, ownership, licensing and more.

Large and small businesses benefit when they can track the true costs of an asset related incident or when they can accurately report against the service history and its cost for a specific or class of inventory items.

With Smart Service Desk Express' Asset Integrations and SDE's Integration Engine, you can do scheduled bulk data transfers and event-based integrations initiated by either side. Perform initial data load, incremental data transfers, and data synchronization. Build links between SDE applications and Enterprise Resource

Asset Integration Improves Asset Intelligence, Reporting, Software Licensing, Allocation, & Redistribution of Critical Assets.

Planning, Customer Relationship Management, Supply Chain Management, and other enterprise applications. For example, use Asset Integrations to:

- ◆ Synchronize data from your Human Resources applications with employee data in your Service Desk Express Help Desk application.
- ◆ Synchronize asset data tracked in most Asset Management applications with corporate asset data stored in ERP applications.
- ◆ Exchange information between external customer support requests in Service Desk Express and other systems in your business, such as production and shipping applications.
- ◆ Share data between SDE and your manufacturing and supply chain management applications to provide quality control and defect tracking.

Contact a Smart Service Desk Express professional today for a free no-obligation demo and consultation.