



What's New in BMC Track-It! 11

BMC Track-It! 11 continues to improve its industry-leading position as *the* IT help desk and asset management solution for small-to-medium-sized businesses with new mobile and web capabilities, simplified administration, improved security, and support for third-party-hosted email services.

New mobile capabilities

To keep you productive on the go, BMC Track-It! Mobile 11 now includes the ability to:

- » View an inventory of your IT assets, including their current hardware and software configurations, from mobile devices
- » Start an audit of an asset to update its configuration information from your mobile device
- » Retire old assets from your mobile device
- » See critical information via announcements on your mobile device
- » Email a user directly from the mobile client (preventing the technician from having to launch an email client to communicate with the user), thus simplifying and documenting communication

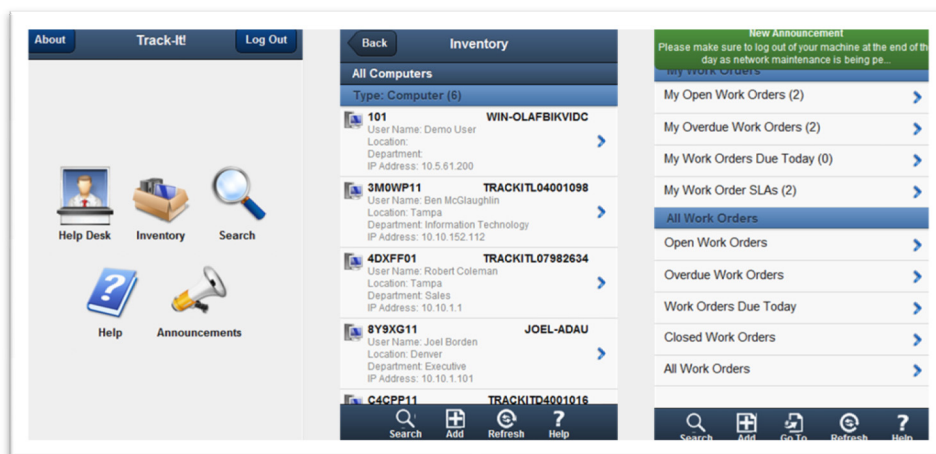


Figure 1. New capabilities in BMC Track-It! Mobile make it easier for you to manage your help desk on-the-go.

New web capabilities

Now, when you access BMC Track-It! from your web browser, you can:

- » Easily and centrally manage your IT-related purchases to streamline the procurement process, control costs, and enforce budget constraints
- » Centrally manage the inventory of hardware, software, and non-PC-related items available for loan to employees or contractors
- » Plan for and manage changes to reduce the unintended consequences of poorly managed change
- » Easily access work orders from a direct link in the web client

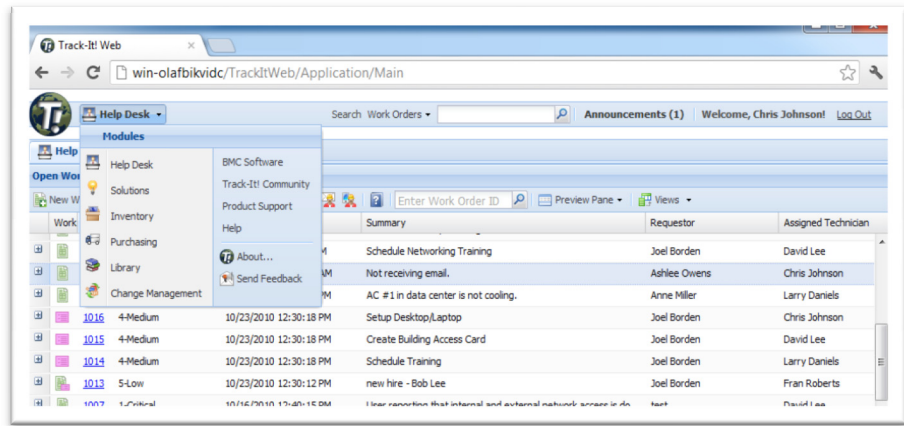


Figure 2. New configuration option enables you to add custom links to the BMC Track-It! web module menu.

Administrative, security, and usability improvements

This latest release of BMC Track-It! includes a variety of new capabilities that simplify administration, improve security, and streamline the user experience. More specifically, BMC Track-It! now includes the ability to:

- » Enable Active Directory authentication and pass-through authentication
- » Automate report scheduling and distribution
- » See newly discovered assets in a work order
- » Schedule work orders on a weekly basis
- » Customize the company name reflected in the self-service portal
- » Purge audit history in the BMC Track-It! Inventory module
- » Use 256-bit encryption by default in BMC Track-It! Remote
- » Monitor email accounts hosted on third-party email servers
- » Install, back-up, and restore with SQL Server 2008 and 2012
- » Install using SQL Server Express 2008 R2
- » Leverage Windows 8 and Windows Server 2012

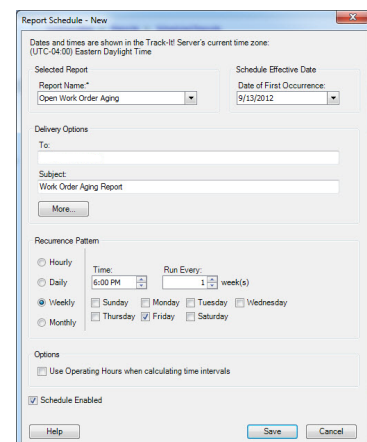


Figure 3. Scheduling options for scheduled reports

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. That's why more than 50,000 IT organizations - from the Global 100 to small and mid-market businesses in over 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended June 30, 2012, BMC revenue was approximately \$2.2 billion.

For More Information

To learn more on BMC Track-It!, please visit <http://www.komputerkraft.co.nz/kkc-products/track-it/>

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