

Numara FootPrints 9.5 – What’s New?

Practical and Flexible IT Service Management for the Real World

Your time is precious. That’s why the latest release of the award-winning Numara® FootPrints® product is all about productivity. Numara FootPrints 9.5 features an optimized user experience,

increased alignment with industry best practices, support for the newest technologies, and integration with the NEW Numara Asset Management Platform. Numara FootPrints 9.5 is the same great product you’re used to, with modern features that accelerate the evolution of your business.

Experience Excellence

User experience matters for customers, agents and administrators. Numara Software leveraged our large customer base to conduct several months’ of usability and workflow studies at various customers’ sites, representing multiple industries and size of organization. This hands-on research informed the workflow and interface enhancements in Numara FootPrints 9.5. Specifically

designed to reduce mouse-clicks and boost performance, the upgraded user-interface and enhanced workflow increase productivity and improve the experience for the everyday user.

For All Users: Intuitive, Accessible Interface

Easy access to the information that matters most means quicker resolution, better results and ultimately improved customer satisfaction. Numara FootPrints 9.5 increases productivity through an optimized interface that displays the details you need right at your fingertips.

- **New Home screen:** Enjoy a layout that thinks the way you do, emphasizing the most important information.

- **Customizable toolbar:** Quickly access the most frequently used options. One-click access allows you to create new Issues, run reports, and complete other key tasks without clutter.



Highlights

- Optimized user-interface designed for intuitive user experience
- Increased alignment with industry best practices with Change and Configuration Management enhancements
- Increased efficiency with performance optimizations
- 64 bit support for evolving business and technology needs
- Increased visibility and control through tighter integration with the NEW Numara Asset Management Platform



New Improved Home Screen: Color Coded Priorities and 1-Click Access

For Customers and Agents: Enhanced Usability

Information informs action. User-interface improvements go hand-in-hand with new usability features that help agents and customers alike accomplish more tasks, faster. With Numara FootPrints 9.5 you can input, update, and act on information more efficiently.

- **Quick Edit:** Speed through assignments with the new Quick Edit feature. Update the status, priority, description, and even custom fields in seconds all without leaving the Home screen.
- **Easy-to-use rich text editor:** Empower customers by letting them enter content-rich, formatted descriptions.
- **Auto-check assignees availability:** Eliminate delays by automatically verifying availability and future conflicts.
- **One-click access for current date and time:** Improve efficiency by populating fields with the current date and time in a single click.
- **Custom reports on email workflow:** Prevent miscommunication and missed deadlines by tracking email notifications.

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For Administrators: Efficient and Flexible Workflow

Numara FootPrints 9.5 makes it easier than ever to manage your workflow and your users. The redesigned user-interface allows you to complete your most common tasks without leaving the main screen, and customization capabilities mean you can design and change your workflow quickly. Role-based policies give you more control, prevent unnecessary requests, and simplify security enforcement.

- **Drag-and-drop field reorder and form preview:** Easily configure and preview your forms in a single drag-and-drop interface.
- **Reusable escalation and business rule templates:** Save time with reusable templates that allow you to build similar rules without starting from scratch.
- **Improved data exchange in master and subtask relationships:** Accelerate access to vital data and simplify reporting by automatically correlating values between subtasks and masters.
- **Simplified direct search:** Simplify user management by searching by name or ID, or filter by user and license type.
- **File attachment rules:** Enforce workflow and security through file attachment rules based on field values.
- **Protected Address Book:** Secure your valuable contact data by determining administration access based on user role.

Improved Workflow Integration

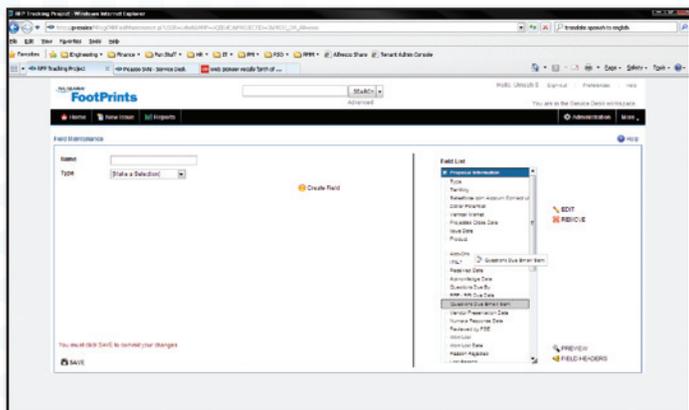
Effective implementation of best practice methodologies can change the way your business functions. Numara FootPrints 9.5 provides practical, rapid best practices implementation for the vital processes that support your customer demands. Whether you are in the beginning stages of formalizing your IT processes or you are fully embracing technology, security, and ITIL® best practices to align IT with your business, Numara FootPrints 9.5 offers unmatched flexibility and painless execution.



Comprehensive Change Management

Improve your process support with expanded and streamlined change management workflow.

- **Expanded workflow options:** Improve alignment with your Change Management process by making critical information more available. You can now make approval comments mandatory upon approval, disapproval, or deferral of change request voting, or add “Expired” as an additional approval outcome option.
- **Simplified change request distribution:** Easily disseminate important change request information to all stakeholders in reports and email notifications. Mirror various change approval states in change request fields for visibility and inclusion in notifications.



Drag and Drop Administration

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Tighter Service Level Management

Numara FootPrints 9.5 helps you meet and exceed your goals. Security enhancements let you ensure optimal service desk quality with improved Service Level Agreement (SLA) management.

- **Roles-based service level field permissions:** Enforce service level date targets by limiting access to fields and employing granular role-level security for service level information.
- **Customizable SLA schedules:** Easily define “one day” for response and resolution times based on your specific service levels. Control SLA enforcement and reporting, even in environments with varying SLA requirements.

Streamlined Configuration Management

New Configuration Management enhancements save you time and headaches by anticipating the information you need, and helping you distribute it to the appropriate stakeholders.

- **Automatic Configuration Item (CI) linking:** Reduce manual tasks by automatically linking records to the appropriate CIs based on submitter or through one-click access to your most commonly used CI lists.
- **Embedded CI information option:** Improve visibility and stakeholder awareness by including linked CI information in email notifications.

Integrate with Asset Management

Numara FootPrints 9.5 works hand-in hand with the brand new Numara Asset Management Platform (NAMP) to dynamically populate vital information about your assets in Incidents, problems, and change requests. Critical asset data at your fingertips within the service desk means faster problem resolution

and easier reporting. For deeper incident and problem resolution, the NAMP console can be launched right from Numara FootPrints to perform remote control, software deployment, and other asset-related activities.



Updated Technology Platform

Your business is in a constant state of change, technology included. Numara FootPrints evolves as your business does, with support for the latest technology platforms based on industry trends and customer feedback.

Technology Support for Today and Tomorrow

Numara FootPrints 9.5 features updated technology support to help keep your business on the cutting edge.

- **New 64-bit support:** Stay current as the new standard for x64 servers becomes the preferred hardware for Windows® and Linux® servers.
- **Securely connect to your mail server from Numara FootPrints:** Ensure critical data security with IMAP/SLL protocol (port 993), the new standard for mail server software.
- **Comprehensive user information database:** Access all important user information from the Numara FootPrints database, in accordance with database access best practices standards.

Supported Platforms

[See Numara FootPrints Technical Specifications Brochure](#)

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About Numara Software

With more than 55,000 customer sites worldwide, Numara Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor.

Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit:

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