


# TRACK-IT! 2018 R2 IS NOW AVAILABLE! WE TOOK ONE OF THE WORLD'S MOST POPULAR HELP DESK SOFTWARE PRODUCTS AND MADE IT EVEN BETTER

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## Track-It!

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## Introducing Track-It! 2018 Intuitive – Modern – Powerful

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### IT Help Desk Software that makes your life easier

Why spend weeks implementing your IT Help Desk Software when you can set up Track It! in few hours?



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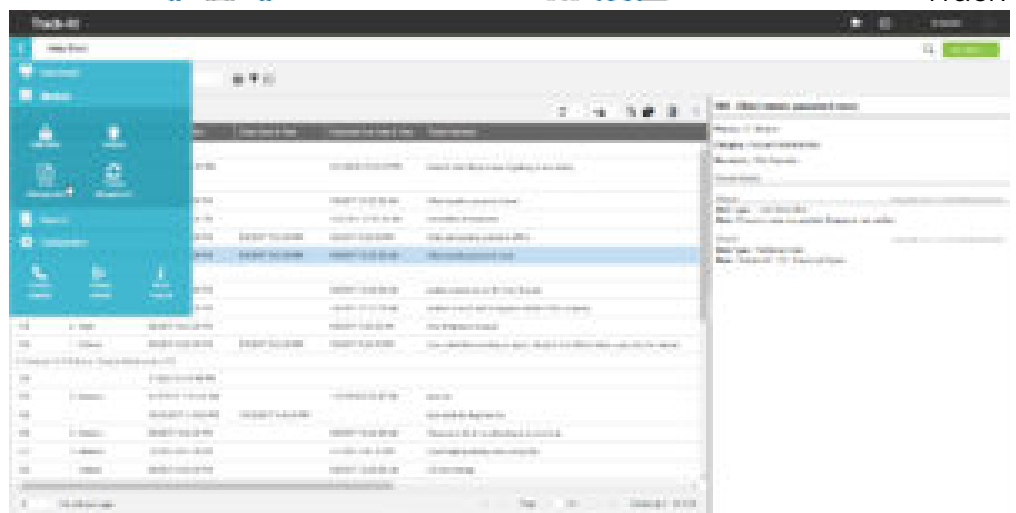
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-It! is back!

Track



I am extremely excited to announce the general availability of Track-It! 2018.

With this new platform, BMC not only continues to show innovation in IT Service Management, but also cements its position in the Track-It! market. This release represents a major step forward for Track-It! with a completely overhauled platform, new user experience and a great deal more flexibility and functionality than ever before. Track-It! 2018 adds the features that our customers need while continuing with the traditional of ease of deployment, ease of use and ease of management that Track-It! is known for. It also provides a platform which we can build upon more rapidly, allowing us to shift to a more frequent release cycle. That means customers will not only be getting a brand-new product, but will also be receiving new functionality and feature enhancements on a more frequent basis.

Best of all, this brand-new platform upgrade is completely free to our customers who are on active support contracts.

I am extremely excited to share this information with you. Some of the highlights of this release are included below.

**User Experience** - A completely new, modern, browser-based user experience provides technicians a way to connect from any system with a browser whether it is running Mac, Windows, Linux or even from a tablet. With a cross-browser compatible web interface, help desk technicians have instant access from any system without the need to install a client.

### **Free online training**

Track-It! 2018 makes it easy to come up to speed on the new product. A full training class has been provided for you online and at no additional cost. Each session lasts 15-30 minutes so you can easily fit it into your busy schedule. Become an expert in no time.

### **Form Customization**

Customize the Track-It! forms to your liking. Add or remove fields, customize their layout, remove menu options, buttons, etc. You can even create completely different forms for different groups of users.

### **Business Rules Engine**

Business rules help you automate processes, communicate with your stakeholders, and ensure nothing is forgotten and every action is completed on time. Turn inbound emails into specific ticket types based on their content. Email an end user one hour after a ticket is closed to ensure they are satisfied, escalate to supervisors if work is at risk of not being completed on time. The opportunities to save time and improve service are almost endless.

### **Asset Management (powered by BMC Client Management integration)**

Track-It! Asset Management is now powered by BMC Client Management. This provides much more robust discovery, auditing and remote-control functionality all at no additional cost to you.

### **Technician Groups**

Groups allow you to easily assign a ticket, notify teams of people via email or change permissions for an entire group of technicians.

### **Data segregation by group**

Data segregation further enhances the experience for multiple groups by allowing you to control which data each group can access. Combined with the new form customization this gives you flexibility to let each group see only what they need and in the way they want to see it.

### **Dashboards with Drill Down**

Save time each day by popping open your own custom Dashboard and drilling right into the Tickets that need your attention just by clicking on a section.

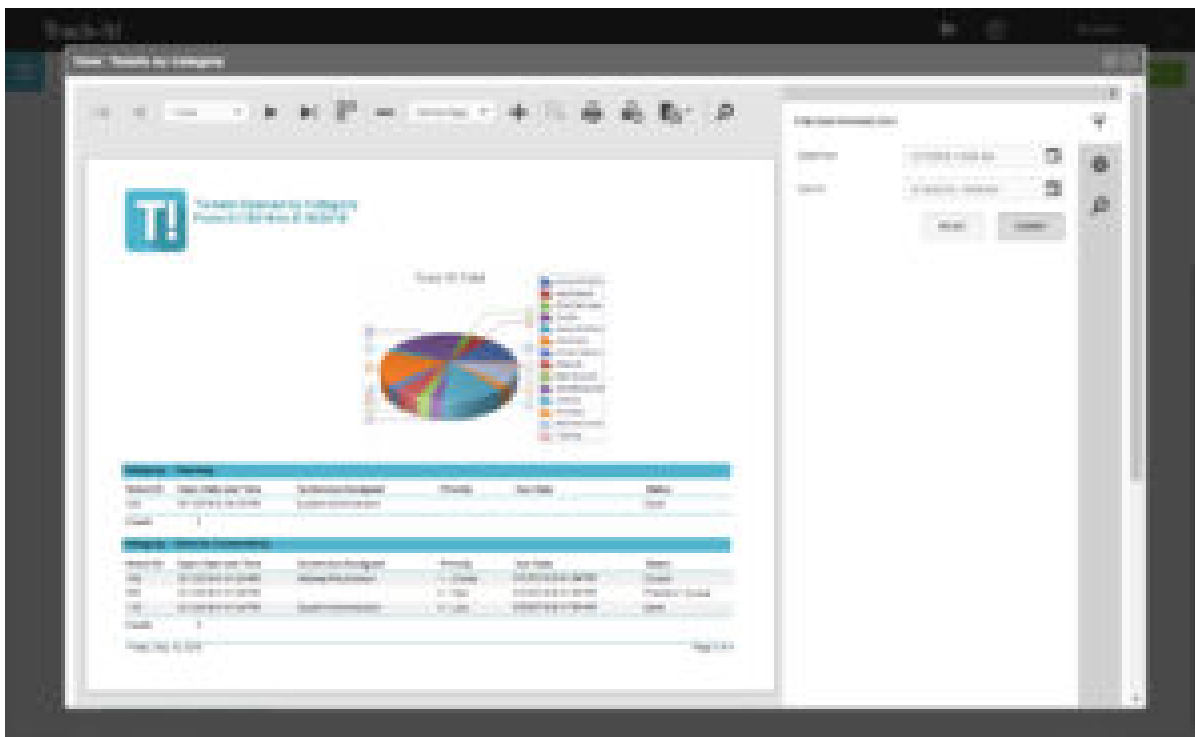


### Quick Reports

Need quick access to information and you don't have the time to create a formal report in the reports module? Use the grid view capability in each Track-It! module to produce a quick report that can be exported to HTML or Excel. Simply customize the record view, columns, sorting, grouping, etc. Then click the actions menu and export the data.

### Web based reporting

Track-It! 2018 has a new web based reporting tool that allows you to quickly and easily generate a report right from your browser. The new reports wizard helps you build a report quickly. No complex third-party software to install or manage



### Web based

### Remote Control

Quickly solve user problems or walk someone through a training scenario right from your Track-It! interface using our web based remote control. You can even connect to users who are outside your company network.

## **Simplified Administration**

Configuration is easier than ever. All settings are organized into logical groups that you can easily browse or search. Additionally, the application makes it clear which settings are critical for smooth operation by highlighting unconfigured settings in red, and showing the completed ones in green.

## **Multiple Email account support**

Track-It! now supports processing of email from multiple accounts. Have users send the Facilities requests to one address, Help Desk requests to another and HR requests to another. Track-It! will monitor all configured mailboxes, creating tickets and routing them according to your preferences.

## **Additional Information**

Here are some references to additional information about this release which may be helpful.

- [Free Video Training](#)
- [Product Documentation](#)
- [Release Notes](#)
- [Track-It! Community](#)

I would like to take a moment to thank all the customers who are active in the [Track-It! Community](#) and, the [Track-It! Developers Circle](#). A special thanks to those customers who have submitted ideas that were included in this release and to those that were part of the Early Adopter Program. These programs are very active and your participation helps drive the product direction in ways that benefit you and all of our customers.

We hope you enjoy this release and we look forward to bringing you more great things on this great new platform.

Enjoy!