



**No
installation
required
on PCs**

 **proactivanet[®].com**

NETWORK INVENTORY SPECIALISTS

The **leading tool** for managing PC networks



A MUST-HAVE FOR THE IT DEPARTMENT

Using **ProactivaNET®** in your IT department offers clear benefits for your business.



↘ **In savings**

Simplifying the gathering of information.



↘ **In security**

Detecting non-authorized configurations.



↘ **In efficiency**

Avoiding unnecessary callouts of support staff.



↘ **In productivity**

Minimizing the number of incidences.

100% of successful deployments make **ProactivaNET®** the preferred tool for IT managers.

ProactivaNET® will simplify the **IT** management tasks in your company.

INVENTORY **proactivanet.com**

- It automatically audits and takes inventory of all your assets (Windows, Mac or Linux) and also all the network infrastructure (Routers, Switches, IP Printers, IP Phones, etc)
- It undertakes complete software licenses and installations management.
- It automatically notifies relevant changes produced in any of your assets.
- It applies patches, applications, new configurations, etc.

SERVICE DESK **proactivanet.com**

- It eases the management of incidents from their initial recording until closure using international standards of good practice, like **ITIL**, and sharing the most relevant information with **ProactivaNET® Inventory**.
- It registers the most relevant information of all the incidents.
- It systematically incorporates the best practices on the market.
- It reuses all the Knowledge through its **Knowledge Base**.



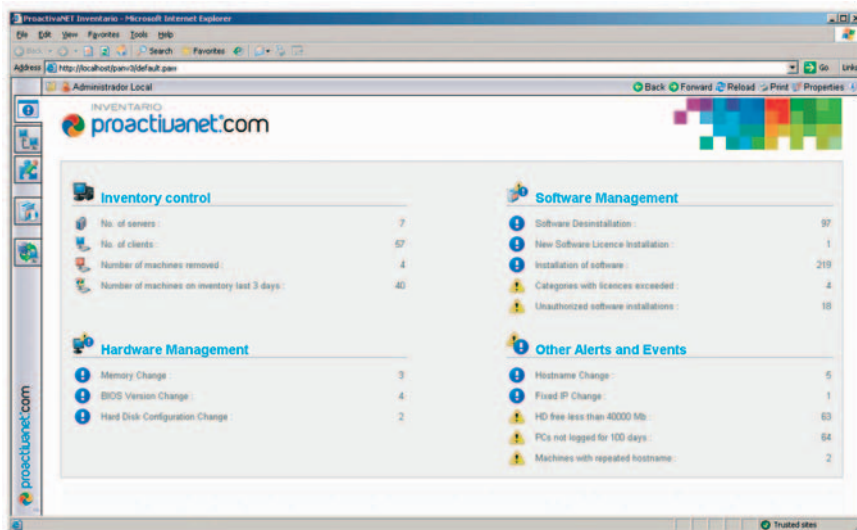
ITIL™¹ (*Information Technology Infrastructure Library*), a collection of the best practices related to **IT** services, recommends the use of automated tools for asset management (hardware, applications, etc) and tools for management of incidents reported by the users.

¹ ITIL is a registered trademark of CCTA/OGC

AUTOMATIC AUDIT AND INVENTORY OF NETWORKS

Companies are making a great effort to provide their staff with personal computers and software that allow better productivity. However, the manual management of these assets requires the application of very valuable and sometimes scarce human and economic resources.

ProactivaNET® Inventory is an application that allows us to access **instantly** and easily an inventory of equipment, licenses and configurations, simplifying enormously the administration of these assets.

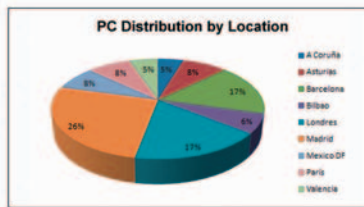
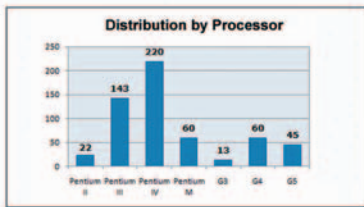


The network **devices inventory** permits us to undertake an automatic and **fully unattended** inventory of all the hardware devices connected to the organizations network. This inventory will allow us to:

- **Audit and gather** all the information related to any network connected devices, obtaining complete reports automatically.
- **Choose** what type of devices you want to take inventory of, and the different sub networks to be scanned.

The screenshot shows the ProactiNet Inventaris software interface. On the left is a navigation tree with categories like Hardware, PCs, Software, and Devices. The main window displays a 'List of PCs' table with columns for Name, Operating system, Processor, Memory (Mb), HD (Gb), Location, IP, and Service Pack. Below the table, the 'Properties' section for 'EMSLPC20' is shown, including details like Location, User, Processor, Model, Operating S., Memory (Mb), HD (Gb), and No. CDs/DVDs.

Name	Operating system	Processor	Memory (Mb)	HD (Gb)	Location	IP	Service Pack
ASTDPC05	Windows 2000 Professional	Intel(R) Pentium(R) 3 Xeon(TM)	2048	4.01	Asturias	10.160.19.116	1
ASTDPC34	Windows XP Professional	Intel(R) Pentium(R) M processor 1400MHz	1024	27.43	Asturias	62.174.26.237	1
ASTDPC36	Windows 2000 Professional	Intel(R) Pentium(R) II	128	9.31		10.160.17.118	2
ASTDPC07	Windows 2000 Professional	Intel(R) Pentium(R) II	128	9.31		10.160.65.175	2
CASW0234	Windows 2000 Professional	Intel(R) Pentium(R) II	128	9.31		10.160.65.209	4
Total: 64							



Software delivery allows us to automatically deploy and install software packages on selected computers in a fully unattended way, avoiding the configuration of any additional components in the targeted equipment.

It also allows us to distribute any kind of file for configuration of the PCs, which makes it an enormously versatile tool.

TECHNICAL DESCRIPTION



ProactivaNET® Inventory is a modular system made up of independent elements that interchange information and interact.

Thanks to this modularity, **ProactivaNET®** can be deployed in very heterogeneous environments.

ProactivaNET® has the following main components:

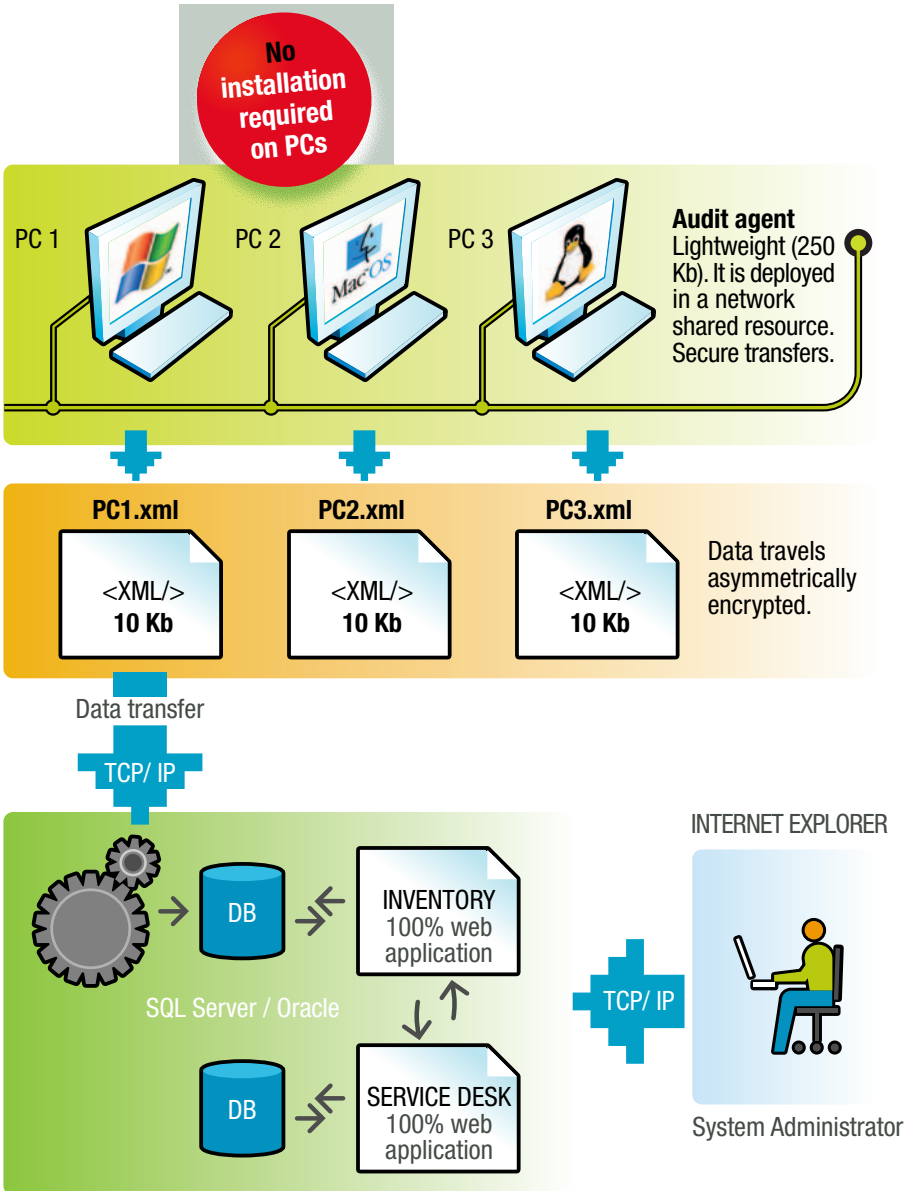
- ✚ An **audit agent** which audits each component in the network.
- ✚ A relational **database** where all the information is stored.
- ✚ **A 100% web application** for easy access to the stored data and reports.

There are other mechanisms that complete the function of the system, as in:

- ✚ **Parameterization** of each PC audit and of the communication mechanisms between components.
- ✚ **Automated procedures to add information** to the database.
- ✚ Web **client viewer** (Internet Explorer)

ARCHITECTURE AND COMPONENTS

Scheme of components and internal connections in ProactivaNET®.



1. The Microsoft logo is a registered trademark of Microsoft Corporation.
2. The Mac OS logo is a registered trademark of Apple Computer Inc.
3. The TUX logo is a creation of Larry Ewing.

SERVICE DESK FOR SUPPORT MANAGEMENT

Organizations depend more and more on IT Technologies to reach their corporate goals. The **IT** department's mission is to offer reliable, high quality services at an acceptable cost, systematically incorporating the best practices on the market to continuously optimize its processes.

ProactivaNET® Service Desk eases the management of incidents from their initial recording until closure using international standards of good practices as in **ITIL**.

ProactivaNET® Service Desk integrates with **ProactivaNET® Inventory**, specialized in the audit and asset management of computer networks, building together a vital tool for the optimization of any IT Service.

WHY AN INCIDENT MANGEMENT TOOL?

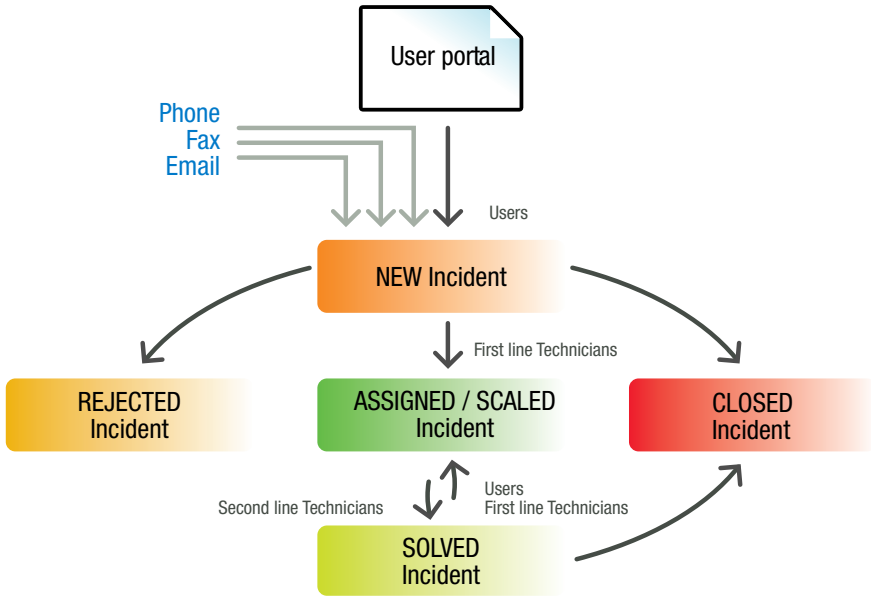
All **IT** departments deal with hardware or software problems and other service requests, like staff registration, information requests, password changes, etc.

To systemize these daily tasks and reuse all the applied Knowledge, it is critical to count on a **Knowledge Base**.

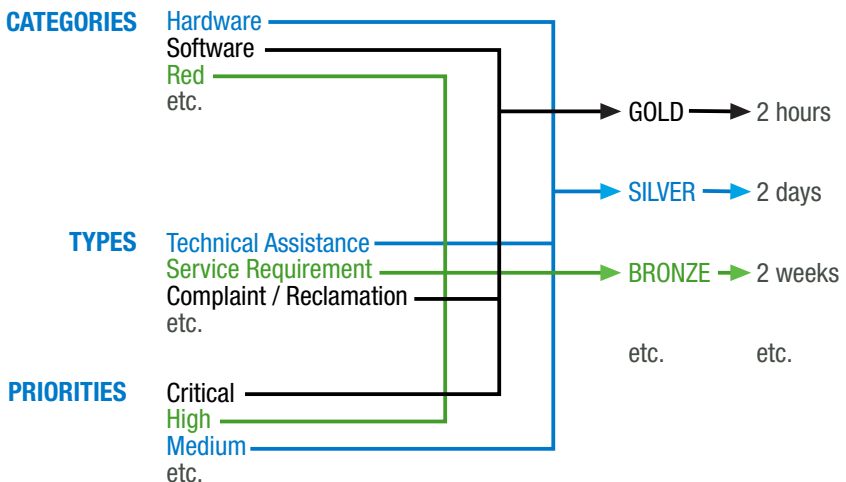
The benefits of efficient incident management are:

- Reduction of the impact of the incidents on the organization.
- More efficient use of resources.
- More satisfied users.
- Increase visibility of the work performed by the IT department.

INCIDENT MANAGEMENT WORKFLOW

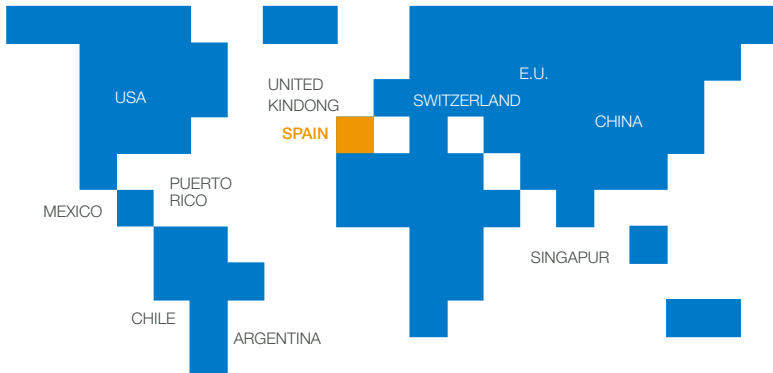


SERVICE LEVEL AGREEMENT MANAGEMENT



A SPANISH COMPANY WITH INTERNATIONAL PROJECTION

PRESENT IN MORE THAN FIFTEEN COUNTRIES



Espiral MS, developer of **ProactivaNET®**, is located in the R&D building of the Parque Científico y Tecnológico de Gijón, Asturias, Spain. The **competitive strategy** of **Espiral MS** is based in an absolute specialization which allows us to be leaders in our market.

- 100% web applications based on Microsoft Technologies.
- IT System management tools.

Espiral MS is certified by **AENOR** in ISO 9001:2000 for the "Design and development of web applications for system management, technical assistance to products users". **Espiral MS** uses the best practices in the market to manage the IT service and its staff is certified in **ITIL**. **Espiral MS** has achieved the **CMMI** level 2 certification.

OUR CLIENTS BACK US UP

Each day more and more organizations use **ProactivaNET®** to successfully manage their network assets greatly decreasing the management costs and incorporating the best practices on the market.

This is a reference of some of our clients:

ACS - Building services and concessions.

ALSA (NX National Express Group) -
Transportations.

Balearic Labor Medical Services.

BEC - Bilbao Exhibition Center.

BSH - Electrical appliances.

Building Laboral Construction
Foundation.

CAPSA - Food processing.

CCOO - Trade union.

City Council of Carreño.

City Council of La Coruña.

City Council of Tres Cantos.

Compass Group Holding Spain -
Catering services.

Complutense University of Madrid.

Composan - Building materials.

Daemon Quest - Sales and marketing.

Duro Felguera - Energy and industrial
engineering projects.

EITB - Basque broadcasting
corporation.

Employment Office of Galicia.

Federal Commission of Electricity of
Mexico.

FEVE - Railways.

Gate Gourmet - British Airways and
Iberia catering services.

Hyundai Spain - Car manufacturers.

IDESCAT - Statistics institute of
Catalonia.

IMQ Bilbao - Medical services.

ING Nationale-Nederlanden - Insurance.

Isastur Group - Engineering.

Labor Secretariat of Galicia.

Mahou San Miguel - Beverages.

Malaga University.

Parlament of Navarra.

Politechnical University of Madrid.

Port of Barcelona.

Punta de Europa Hospital.

Rioglass - Glass manufacturers.

Securitas TIV (Loomis Group) - Security
services.

Sener - Engineering.

SGEL - Spanish Librarians Society.

SICE - Electrical Buildings Society.

Sociedad Textil Lonia - Fashion
manufacturers [Carolina Herrera].

TysenKrupp - Elevators.

Urazca Group - Buildings.

Water Consortium of Bilbao.

Discover all the benefits that **ProactivaNET®** brings to these organizations.

Read more: www.proactivanet.com



 **proactivanet.com**



[+] read more

➤ ProactivaNET® is a product of Espiral MS
Parque Científico Tecnológico de Gijón - Spain
www.espiralms.com



Espiral MS is certified by AENOR for the design and development of web applications for system management. Our products satisfy the CMMI® Level 2 as certified by the European Software Institute.

CMMI is a registered trademark of the Carnegie Mellon University at Pittsburg, PE.