



iTRACS

PHYSICAL LAYER MANAGER
Enterprise Edition • 9.0



iTRACS Physical Layer Manager (iTRACS PLM) is an enterprise application which enables accurate documentation of IT assets and their connectivity in order to assess the impact of change to the physical infrastructure in a way that is flexible, configurable, and customisable.

iTRACS PLM contains a number of features for the data centre and end-user environment which can help:

- Reduce the inherent risk found in any network or asset change
- Improve the availability of assets to your users
- Lower your operation costs
- Meet regulatory compliance requirements

iTRACS PLM HELPS ORGANISATIONS BENEFIT BY:

- Utilising a GUI interface. iTRACS PLM allows users to fully document their infrastructure. By showing complete connectivity in one graphical view, users can quickly identify connected components and potential trouble spots.
- Displaying asset locations within the data centre or end-user hierarchy and allowing administrators to document important components of their data centre assets.
- Including a fully auditable log and event system. By logging nearly every change (including who made the change) and feeding the logging of all changes into a user-configurable event engine, iTRACS PLM provides administrators with a mechanism for accurately tracking changes to their network and informing personnel of violations.
- Fully integrating with external data sources. iTRACS PLM is an ODBC-compliant application, with a customisable GUI, web interface, and an API. Push or pull data from external data sources to provide administrators with a centralised view for a variety of data points. iTRACS PLM can also serve as a “reality check” for other systems, through discretionary reports and integration.
- Including a completely configurable reports engine and a robust search engine. iTRACS PLM contains over 60 pre-defined reports for everything from asset information to switch utilisation. Users can also create additional reports. In addition, iTRACS PLM contains a search engine which is very easy to use and can be quickly configured to return both general and specific results.
- Containing a customised work order system which allows users to incorporate iTRACS PLM into their existing business processes.
- Tracking both dynamically-collected and user-modified changes over time. Displaying historical information in easy-to-read graphs and charts.
- Interacting with and visualising equipment in the data centre or the user environment as they actually appear. Visualise U location, cable connectivity, wire management and installed components.
- Offering custom integration.

As physical infrastructure and asset connectivity become more important to the bottom line, more organisations are beginning to realise the importance of effective and accurate cable management software.



iTRACS Physical Layer Manager Data Sheet

OPTIONAL iTRACS PLM MODULES

iTRACS PLM supports the use of several optional modules. These modules help to further the accuracy of your data centre or end-user environment, simplifying and improving your organisation's ability to track changes to assets and infrastructure.

- iTRACS iDiscover allows users to query information from networked assets, including power strips and environmental monitors. In addition, iTRACS iDiscover can be used to track intelligent asset connectivity and movement through the infrastructure.
- iTRACS Enabled Hardware can improve accuracy by automatically recording patching changes, completing work actions, and alerting administrators to unauthorised changes.
- iTRACS iPBX can maintain, manage and document the location of voice devices, and link records to network information.

PROFESSIONAL SERVICES AND TRAINING

iTRACS Professional Services can help organisations transition their existing data into iTRACS PLM, define new business rules or processes to better manage change, and deploy iTRACS PLM in the most effective manner possible. iTRACS Professional Services can also customise iTRACS PLM to meet your organisation's business requirements.

The iTRACS Training Centre offers a variety of training and education programs. Designed for technical and non-technical individuals, these courses can be tailor-made and offered as a skills-based learning approach and/or a practical hands-on program. iTRACS' highly-skilled instructors are available for class instruction in Tempe, Arizona, the UK, Singapore, or at the customer's site. BICSI recognizes & awards Continuing Education Credits (CECs) for selected iTRACS courseware.

WARRANTY AND SUPPORT

iTRACS software products have a 90-day warranty. The iTRACS Technical Support Centre offers annual customer service plans to meet your company's needs. Support Agreements are available with the licencing of iTRACS software. Maintenance plans are available for customers who wish to receive telephone or email support during standard business hours. Additional support plans are available for 24/7 support.

SOFTWARE LICENCING

iTRACS Software Licence Agreements govern usage rights and support the number of authorised simultaneous users and/or machines operating iTRACS software. Multi-site and Enterprise Licencing is also available.

Please visit www.itracs.com, or contact us at Sales@itracs.com, for more information about iTRACS PLM.



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