



GEMINI ASSET MANAGEMENT SYSTEM - GAMS



GAMS is the Information Resource-Manager with an additional Administration- Interface. You can use it to build up a database with an inventory for your company (computer, software, printers...). It has enhanced functions to make the daily life for the administrators easier, like a job-tracking-system with mailnotification and methods to build a database with basic information about your network-topology.

The principal functionalities of the application are:

- 1) The precise inventory of all the technical resources. All their characteristics will be stored in a database.
- 2) Management and the history of the maintenance actions and the bound procedures. This application is dynamic and is directly connected to the users who can post requests to the technicians. An interface thus authorizes the latter with if required preventing the service of maintenance and indexing a problem encountered with one of the technical resources to which they have access.

FEATURES LIST OF GAMS

General

- ▶ Multi-entities management (multi-park, multi-structure)
- ▶ Multi-users management
- ▶ Multiple Authentication System (local, LDAP, AD, Pop/Imap, CAS, x509...) and multiple servers
- ▶ Permissions and profiles system
- ▶ Pagination system
- ▶ Complex search module
- ▶ Bookmark search system
- ▶ Publishing system for public or personal reminders
- ▶ Publishing system for public or personal RSS feeds
- ▶ Configurability of display fields in lists

- ▶ Export System in PDF, CSV, SLK (spreadsheet), PNG and SVG
- ▶ Saving/restoration module of the database to the SQL format
- ▶ Exportation of the database to the XML format
- ▶ Configurable dropdowns
- ▶ Dictionary
- ▶ System of notifications on events (consumable stock, expiry of contracts and licenses), customizable and by entity
- ▶ Customizable cron tasks
- ▶ Updates check system
- ▶ UTF8 interface
- ▶ HTML 4.01 compatibility

Inventory

- ▶ Import inventory's datas from OCS Inventory NG servers with the plugin OCS Inventory NG
- ▶ Import inventory's datas from FusionInventory agents with the plugin FusionInventory
- ▶ Inventory of the computers fleet with management of its components, disk space and TCO management
- ▶ Inventory of the monitors with management of the connections to the computers
- ▶ Inventory of the network hardware fleet with management of the connections to the devices (IP, Mac addresses, VLANs...).
- ▶ Inventory of printers fleet with management of connections to the computers and management of consumable associated and consumption and the thresholds of alarm.
- ▶ Inventory of the external devices (scanners, graphical tables...) with management of the connections to the computers - Inventory of the telephones fleet with management of connections to the computers
- ▶ Inventory of the software fleet with license and expiration dates management
- ▶ Assignment of the hardware by geographic area (room, floor...)
- ▶ Typing models management to make the insertion of equal configurations easier
- ▶ Administrative and financial Information management (purchase, guarantee and extension, damping)
- ▶ Filing of the materials left the inventory
- ▶ Management of the status of the hardwares
- ▶ Management of the various states for the materials (in repair...) - Management of generic peripherals and monitors being able to be associated several computers
- ▶ Management of external bonds towards other applications
- ▶ History of the modifications on the elements of the inventory

ServiceDesk ITIL

- ▶ Management of the tracking requests for all the types of material of the inventory
- ▶ Management of recurrent tracking requests for regular maintenance
- ▶ Management of problems

- ▶ Tracking requests opened using web interface or email
- ▶ Business rules when opening tickets (customizable by entity)
- ▶ SLA with escalation (customizable by entity)

Final user

- ▶ Final user front-end for intervention demand
- ▶ Mail tracking of the intervention demand feature
- ▶ Interventions history consultation
- ▶ Possibility of adding comments at the request of intervention using web interface or email
- ▶ Approval of the solution ▶

Satisfaction survey

Technicians

- ▶ Interventions demands priority management
- ▶ Interventions demands templates with management of hidden, mandatory and predefined fields
- ▶ Tracking of interventions demands
- ▶ Link between interventions demands management
- ▶ Mail tracking of interventions
- ▶ Request validation
- ▶ Assignment of interventions demands
- ▶ Opening/Closing/Re-opening of interventions
- ▶ Assignment of a real time of interventions
- ▶ History of done interventions
- ▶ Displaying of the interventions to do by a technician
- ▶ Displaying of the history of the interventions for a given hardware
- ▶ Posting of the interventions to be realized by technician
- ▶ Check availability of technicians before assignment of an intervention
- ▶ Posting of the history of the interventions for a given material
- ▶ Management of planning of intervention ▶ Define the solution



Statistics

Statistics reports by month, year, total in PNG, SVG or CSV.

- ▶ Global
- ▶ By technician or enterprise
- ▶ By hardware, location or type
- ▶ By user
- ▶ By category
- ▶ By priority

Management

- ▶ Management of enterprises (manufacturers, suppliers, conveyors, people receiving benefits...) and associated contacts
 - ▶ Management of the contracts (loan, hiring, leasing, insurance, maintenance and service)
 - ▶ Management of the documents related to the elements of inventories, contracts...
 - ▶ Management of the types of authorized documents
- Budget management

Reservation

- ▶ Management of the reservations for the material in affected inventory with the park of loan
- User interface (calendar) for reservation

Knowledge Database

- ▶ Management of a basic system of knowledge hierarchical
- ▶ Management of a public FAQ
- ▶ Content management by targets

Reports

Reports generation about the devices

- ▶ By device-type
- ▶ By associated contract
- ▶ By commercial informations

Network Reports

TECHNICALS ASPECTS

GAMS use the following technologies :

- PHP
- ▶ MySQL/MariaDB for the database
- HTML for the Web pages
- CSS for style sheets
- XML for report generation



Want to know more?

Please get in touch with us. We would be more than happy to provide a proof-of-concept trial to ensure we meet your requirements.

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