

## Data Sheet

# IT Asset Management Feature Spotlight

Take control of your  
hardware assets



## Your IT universe, in one place.

Maximize the value your organization can generate from IT hardware assets. GoTo Resolve makes it easy to build a consolidated inventory of assets and proactively track and manage them throughout the stages of their lifecycle.



### A single source of truth

Create rich asset profiles with valuable information that gives you immediate insight into everything from device characteristics to assignment status.



### Security and compliance

Keep your business safe. Retrieve the documentation you need for audits, view detailed asset profiles, and easily identify specific devices or users.



### Increased asset visibility

Maintain an up-to-date view of devices used by employees and set reminders to stay informed on important data points, such as the warranty and lifecycle period.



### Effective planning

Allocate the right devices to users and properly account for all assets to make better decisions on equipment used by your organization, including forecasting and reporting.

# Work smarter with asset management features that work harder

## Import devices

- Manual Entry of assets: Add any kind of IT hardware assets manually and start building your database
- Bulk import: For easy onboarding and migration of data from other sources
- Import managed GoTo Resolve devices: Automatically extend your asset database with devices where GoTo Resolve is installed

## Custom categories, fields, and labels

- Adjust asset labels based on your company's naming conventions
- Find assets faster and keep your fleet organized with unique device labeling
- Identify workflows & asset lifecycles (for example: in stock, ready to use, office user, and out of service)

## Reminders and attachments

- Set automated reminders for important events like maintenance schedules and warranty expirations
- Enrich each asset profile with invoices, images and more

## User management integration

- Find all users tied to your account for seamless asset assignment and tracking
- Easily edit and remove users or devices

## Asset actions: assign, edit, clone, delete

- Perform basic asset management jobs per item or in bulk from the inventory list, the detail view, or during manual entry

## Search, filter, sort, export

- Segment your inventory view to locate devices from specific vendors, makes and models, and more
- Filter and sort your device list to specific exporting and reporting requirements
- Export an inventory list view (bulk or customized) into a CSV file

## Helpdesk Integration\*

- Link tickets to an associated asset and corresponding user
- Automatically capture each asset's incident history for faster resolutions

\*Coming soon