

Dude Solutions Insight™

Take Back Time in Your Day



Dude Solutions Insight™ takes out the need for manual entry with agentless, automated discovery and inventory management. Our solution creates a seamless, simple way to keep track of all the assets on your network without the added bulk of individual agents on devices.

Take control over your ecosystem and take back time in your day.

How does it work?

Insight leverages agentless discovery to identify and create an inventory of all IP-addressable devices on a client's network using a Proxy Adapter and Discovery (PAD). The PAD is a Windows Service that is deployed and resides on the client's network. It is responsible for performing all onsite tasks behind the client's firewall. This function is under the control of the Insight application's Scan Job commands.

The Insight PAD initiates two major back-end processes: Discovery and inventory.

- **Discovery** – The process of identifying devices on a network by detecting all of its live IP addresses using ICMP/PING and Nmap Port Scans
- **Inventory** – The classification and cataloging of discovered devices and collecting details on the device itself, such as the serial number, installed software and hardware details for the asset

When a Scan Job is initiated, PAD communicates the asset information it captures to Insight, where it's stored in a secure database. While in transit from the PAD to Insight, data is encrypted over HTTPS with a 2k length. As assets are discovered, processors send any discovered IP addresses back to Insight and then enrich those asset records by adding additional classification data and device attributes gathered via the Inventory process probes. The processors then handle the output of this information by formatting the data, writing it back to the database in Insight, and launching secondary probes as applicable.



Key Benefits



Capture with control. No agents, no manual input. Automated identification of hardware and software via agentless discovery ensures that you capture all IP-addressable assets on your network. Compile detailed asset information, including ownership, location and more based on your chosen parameters.



Develop insights. Get a complete view of your asset ecosystem. Track the total cost of ownership (TCO) in all assets, including repair versus replacement analysis, to support long-term budget and technology planning.



Protect your assets. Identify and stop problems before they occur. Complete software auditing and identification of device warranty status to identify potential security risks based on device settings.



Take action. Prioritize and plan your team's work. Transform insights and data into actionable information with configurable dashboard views and reporting to create more focus and purpose.

“It’s hard to get that
extra person on staff,
and this system helps
us do more with the
workforce we have.”

— City of Sanford, NC

Product Features

Insight Scan Job Function

- > Initiate agentless scan of all IP-addressable assets on your network
- > Control what information to collect from targeted devices
- > Scan Job parameters can include:
 - Discovery method
 - Inventory category
 - Device type
 - IP address ranges to be scanned
 - Access credentials
 - Scan window/schedule

Proxy Adapter and Discovery (PAD)

- > Communicates commands for Insight to discovery and inventory functions

Agentless Discovery

- > Agentless scanning and detection of all live IP addresses on your network
- > Automate the discovery or define parameters with Insight
- > Discovery methods include:
 - Internet Control Message Protocol (ICMP) and PING scans
 - Nmap port Scans



Product Features (cont'd)

Asset Data Collection and Reporting (Inventory)

- > Classify and catalog discovered devices and collect details on the device
- > Data includes:
 - Serial number
 - Installed software
 - Hardware details
- > Data transmission protocols (based on device type) back to Insight database over HTTPS for:
 - Formatting encrypted data
 - Writing back to the database in Insight
 - Launching secondary probes as applicable

Data Storage and Analysis

- > Create deeper insights into your assets with data collected during discovery and inventory
- > Examples include (but are not limited to):
 - Security monitoring – Identify problems before they occur based on asset information
 - Warranty tracking – Discover cost savings opportunities with information on warranty usage
 - Total cost of ownership (TCO) – Repair versus replace decision-making based on asset status

Product Pricing



INSIGHT

Annual subscription

- > Full cloud-based solution
- > Insight Scan Job
- > Proxy Adapter and Discovery
- > Agentless Discovery
- > Asset Data Collection and Reporting
- > Data Storage and Analysis



Technical Requirements

We suggest the latest version of all browsers and mobile operating systems (OS) for the best experience. Insight uses a proxy adapter and discovery (PAD) server. You will download the PAD Server software package from Insight and then follow the Server Setup Wizard steps to install the PAD.

Please consult with your IT department to ensure that all browsers are up to date and capable of supporting Insight.

INTERNET BROWSER

Latest versions are recommended

- › Google Chrome
- › Internet Explorer 11 (with Silverlight 5 or higher installed)
- › Microsoft Edge
- › Mozilla Firefox
- › Opera
- › Safari (Mac OS)

OPERATING SYSTEMS

- › Windows XP/7/8
- › Windows Server 2003/2008/2008 R2/2012
- › Android 4.1
- › iOS 9.0

HARDWARE REQUIREMENTS

- › Dual core CPU
- › 2 GB RAM
- › 25 GB disk space
- › Permanent network connection to the Internet

JAVA REQUIREMENTS

- › Java 7 or higher



Implementation Information

All Dude Solutions clients have our support, starting with implementation. A client engagement team member will support you with a call to outline your objectives and guide you through every step of the process. And, our support doesn't stop there. As a client, you'll have our Legendary Support Team on your side to ensure you get the most out of our solutions. From initial installation to your first asset discovered, we've got you covered through everything.

Legendary Support Team

Cost: Included

- › All Dude Solutions clients have unlimited access to our Legendary Support Team
- › Reach support via phone, email or chat for immediate answers

Implementation Support

Cost: Included

- › One-on-one implementation consultation with your client engagement team member
- › Orientation call to establish objectives and answer questions
- › Unlimited interactive instructor led online classes
- › Project collaboration tool for implementation management

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ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 11,000 organizations use our award-winning software to manage maintenance, assets, energy, safety, IT, events and more. For more information, visit dudesolutions.com.