Automated IT Documentation

TRACK AND PROTECT ALL YOUR IT ASSETS, EVERYWHERE, WITH IT GLUE AND LIONGARD ROAR

SOC 2 compliant IT documentation management; all your data assets audited & up to date

Get full visibility and automated monitoring of cloud, network and on-premise systems

ITGlue

liongard

AUTOMATED IT DOCUMENTATION BRINGS YOUR BUSINESS POWERFUL DATA ASSET MANAGEMENT, ELIMINATES MANUAL DOCUMENTATION TASKS AND DRIVES BEST SECURITY PRACTICES

- **All your systems kept up-to-date and any security issues are caught fast, before they escalate**

    Record all user activity, easily fix security issues and fortify processes

- **Get enterprise-grade security, SOC 2 compliance and license control**

    Secure everything with an immutable audit trail and next generation password engine

- **Inspect all your systems, networks and assets: pull back data in minutes**

    Automated subject matter expertise, full-loop ticketing, contextualised and actionable alerts

Auto polling of systems data
Continuously updates inventory and configuration data

Snapshots
Rewind to precise moments of change

Actionable alerts
Full-loop ticketing notifies of expirations, risks & more

Structured documentation
Documentation framework optimises data organisation

Relationship mapping
Related items are linked for zero degree separation

Secure password management
Immutable audit trail & next-gen password management

Runbooks
Professionally formatted PDF documentation packages

Version control with rollback
Spot changes & revert to desired version in a few clicks

One-time password generator
Create & store OTPs for MFA directly in IT Glue

Reporting & metrics
Leverage rich data flow for system information on demand

Workflows
Granular control for precise ticket creation

Access control
Hierarchy-based resource access; roles, users & groups

Immutable audit trail & restore
Track issues to cause, restore deleted items or revert

Checklists
Assign tasks, manage workflows & monitor task status

Documentation collaboration
Collaboration easily & securely with 3rd parties

"By far, the best documentation system we have ever had."

TrustRadius review: Network Engineer

IT GLUE AND LIONGARD ROAR | ITHQ COMBINED SOLUTION

WE ALWAYS SELECT OUR PARTNERS INDIVIDUALLY FOR EACH OF OUR SOLUTIONS BASED ON SPECIFIC PERFORMANCE, INTEGRATION, INNOVATION AND VALUE INDICATORS.

IT Glue and LionGard Roar are used by MSPs to manage their clients' systems. We have pulled these two powerful technologies together to create a combined solution that would not usually be available to non-MSPs.

IT Glue was established in 2013. It has offices in the UK and Canada and is used by over 8500 MSPs in 50+ countries for documentation. This technology has won over 30 productivity and innovation awards since 2016.

Liongard Roar is the perfect complement to IT Glue, bringing sophisticated automation into the mix. Manual processes are replaced by elegant automation, freeing up your experts' time and optimising both operational and security practices.

ITHQ | HOW WE DELIVER YOUR AUTOMATED IT DOCUMENTATION SOLUTION

WE TAKE THE RISKS SO THAT YOU DON'T HAVE TO: NO LONG-TERM CONTRACTS, ONGOING EXPERT SUPPORT AND MEASURABLE BUSINESS RESULTS, ARE ALL BUILT INTO OUR DELIVERY PROMISE TO YOU.

Every business transformation project is a journey. Once we've determined whether you are ready to **Embark**, **Accelerate** or **Transform**, we will begin implementation, following our proven process.

Our FIRE process: proven to maximise project results

Formulate   Implement   Run   Evolve

Learn more about our DELIVERY PROMISE
or visit ithq.pro/delivery-plans

ENGAGE   INSPIRE   TRANSFORM