

IT GLUE - DESIGNED BY IT PROFESSIONALS FOR IT PROFESSIONALS

Trusted by over 300,000 IT professionals to save more than 50% of their time.

STRUCTURED DOCUMENTATION



UNSTRUCTURED DOCUMENTATION



Designed for IT professionals, IT Glue is a documentation solution that consolidates, standardizes and structures siloed information into a single pane of glass to keep your organization running smoothly, decrease ticket resolution time, meet industry-specific compliance standards, lower cybersecurity insurance premiums and increase IT professionals' bandwidth.

	IT Glue	OTHERS
Structure	✓	✗
Related Items	✓	✗
Smart Global and Local Search	✓	✗
Automation	✓	✗
Integrations and Open API	✓	✗
Accessibility	✓	✗
New Features Designed for IT	✓	✗
Password Security	✓	✗
Permission Settings & Audit Trail	✓	✗



STRUCTURE & STANDARDIZATION

You don't have to reinvent the wheel. The right structured IT documentation tool captures all the information your business needs, the same way every time.

- For each client or location, you record the same asset types and the same information for each asset type
 - » You know right from the outset what you're going to document rather than realizing later what you missed.

- Design of each asset is standardized
 - » No more customizing every single asset. The information that you need for each asset comes as a template out-of-the-box, so less thinking and more doing. Of course, if you want to customize some fields, you have the flexibility to do so as well and that revised template is automatically updated globally.

- Checklists and templates
 - » You can get started right away with our IT templates and checklists, so you don't need a senior tech to build it out for you.



RELATED ITEMS

The contextual relationships that you build between assets allow you to have all the information you require to accurately and quickly do your job. While you are working on one document, see all the relevant assets and information right next to it so you can access additional data quickly without any extra work. Relate everything together - hardware, software, passwords and SOPs.



GLOBAL AND LOCAL SEARCH

You can easily search across clients/location or be client/location specific, rather than digging through deep folder structure or cross-referencing between multiple files. Expedite any task and the time it takes to find the right information with Smart Quick Search.



AUTOMATION

Manual documentation is error-prone and time consuming. Also, it is hard to prevent manual documentation from getting outdated. With automation, you don't have to waste time on updating and maintaining documentation, allowing you to focus on other tasks instead.

- Automated network documentation and diagramming
- Workflows
- Warranty and expirations



INTEGRATIONS AND OPEN API

Drastically reduce tedious tasks that eat up time when you need to go across various platforms required to complete your work.

- 45+ integrations with tools that you use on a daily basis
- Open API allows you to take your automation to the next level



ACCESSIBILITY

Being able to access your documentation from anywhere enables you to be efficient even remotely. With the Browser Extension, you can easily pull up your documentation without ever leaving any webpage. And with the Mobile App, your work is always available on the go.



NEW FEATURE RELEASES, DESIGNED FOR IT

The IT industry moves and adapts to technological developments and world events as fast as lightning. Your tools should do the same or you could be the odd man out. Constant updates and new feature releases should focus on improving and bringing you new ways to be more efficient by improving your IT documentation.



PASSWORD SECURITY

Your data is good only if it is safe and sound. An IT documentation tool with secure passwords makes it safe, so you don't have to worry about potential risks or threats. Minimize the risk of having your information compromised in the present and your future self will thank you.



PERMISSIONS AND AUDIT TRAIL

Be in control of your documentation and who has access to specific files so you can limit security breaches and avoid accessibility issues.



ENTERPRISE-GRADE SECURITY

Protect your documentation with security measures, such as MFA, SSO, SOC-2 II compliance, IP access control and host-proof hosting, and keep your mind at ease knowing that your information is safe. Revision history and audit trail capabilities are crucial in identifying who has accessed certain documents in the past and the changes they've made, so you can spot any misdoings.

To learn how a structured IT documentation solution designed for IT professionals can help decrease ticket resolution time and increase efficiency in your day-to-day operations, request an IT Glue demo today.

[ITGLUE.COM/DEMO](https://itglue.com/demo)

