The Comprehensive Cable & Asset Management Software Solution
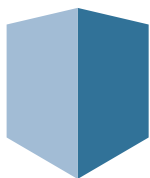
Datasheet

PATCH MANAGER
infrastructure management software

The Comprehensive Cable and Asset Management Software Solution

PATCH MANAGER is a comprehensive and powerful software solution for planning, documenting, managing and maintaining the physical layer connectivity, cables & assets of your data center, office, building or outside plant network. The software is versatile and scalable, ideal for small, large or growing infrastructures. With deployment size-based licensing it is a future-proof investment that adapts and evolves along with your organization and infrastructure.

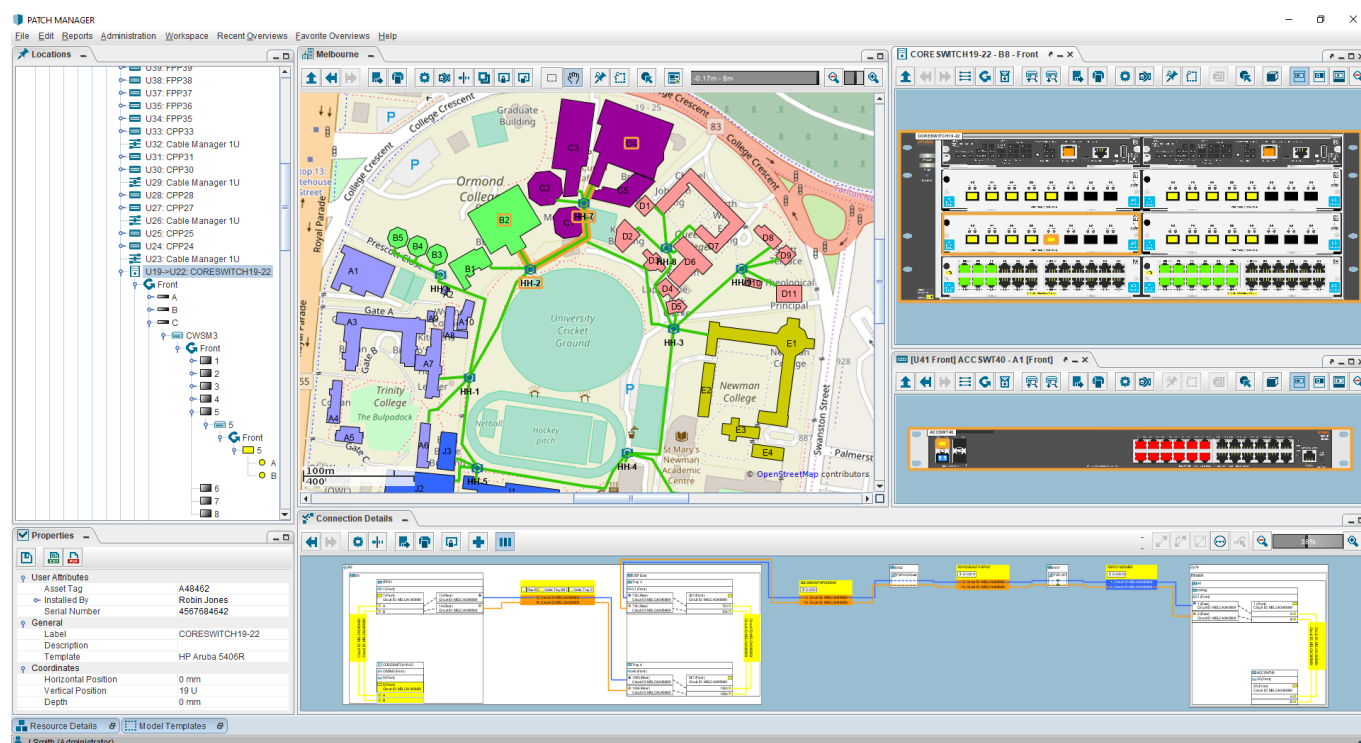# One Product, 3 Application Domains

Data Center

- Manage your data center floor space, rack space, network assets and cabling

- Data mine your assets & connectivity

- Manage your customer space in collocation data centers

Outside Plant

- Manage fiber backbone status and availability

- Manage conduits and cables on GIS maps

- Manage cabling, splicing and assets in manholes

- Generate and maintain network map layouts

- Manage conduit and multi-duct structures

Office and Building

- Manage your office floor plans

- Manage patch panel, switch and outlet availability

- Manage your analog and digital telephone circuits

- Manage your network location hierarchy
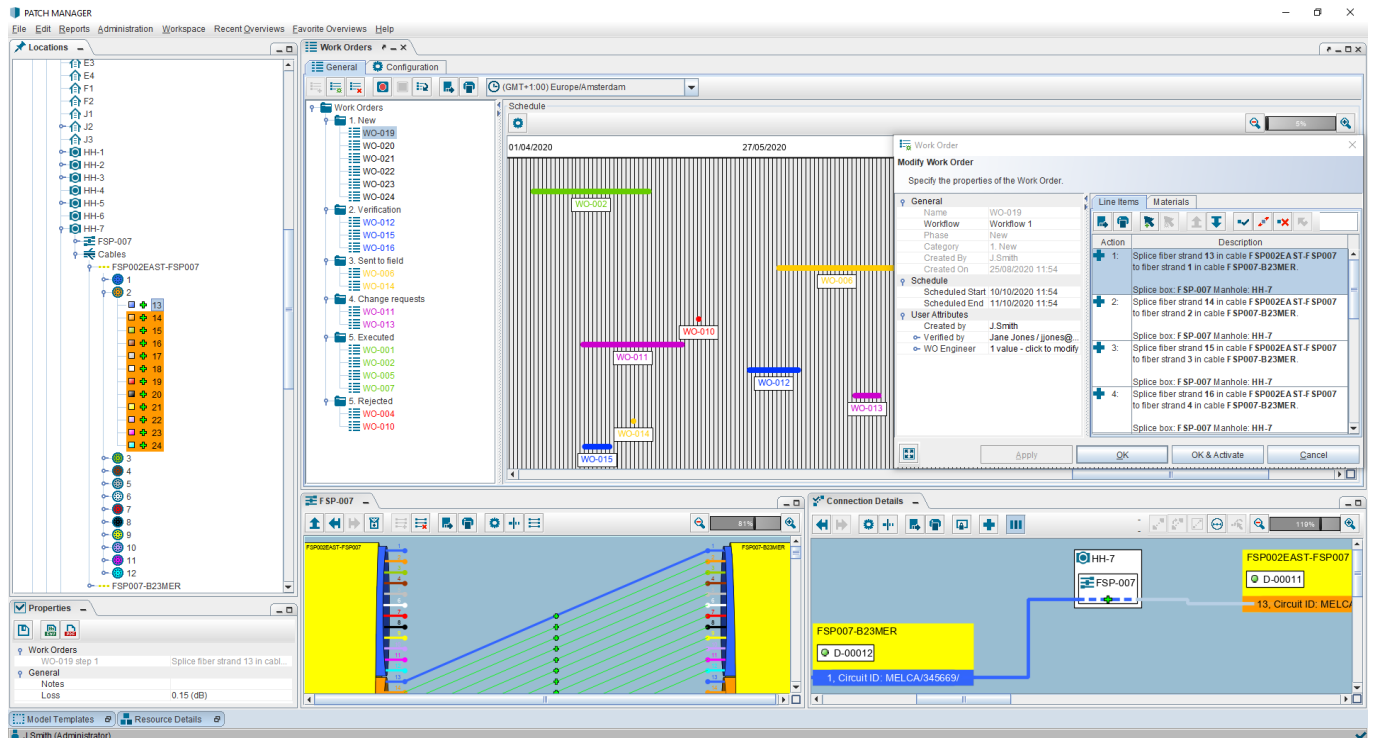

PATCH MANAGER campus overview

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PATCH MANAGER Key Features

Document and manage EVERY component in your physical network layer

- Copper, fiber and power infrastructure management

- Detailed and accurate template-based modeling of every network component from locations and racks, down to network devices, ports, cables, strands and splices

- Tons of useful features to help you along the way

- Manage any type of equipment assets, including the following categories:

  - IT
  - Power
  - Telecommunications
  - Radio
  - Audiovisual
  - IoT
  - Security and access control
  - Industrial process control
  - Smart Building
  - Monitoring

Manage your connectivity

- Detailed end-to-end connection tracing across your inside and outside networks

- Fully customizable views, displaying only the information that you require

- Highlight connection routes in maps and floor plans

- Route generation for new circuits

PATCH MANAGER Work Order

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Manage your changes

- Work Orders for managing your 'Moves', 'Adds' and 'Changes'
- Many features to coordinate work with teams and projects
- Automatically generated bills of materials
- Automated notification e-mails

Report and analyze

- Easily generate both engineering and management reports
- Generate a wide variety of reports:
  - Capacity and availability
  - Asset lifecycle
  - Inventory and bill of materials
  - Detailed end-to-end connectivity
  - Patching and splice mapping
  - Strand level fiber
  - Change Management
  - Historical Auditing
  - Network, power, video, audio and radio equipment
- Identify and locate unused network assets
- Include both tabular and graphical elements in reports
- Export reports to Excel/PDF/JSON
- Integrate reports via the REST API
- Create custom dashboards

Easily navigate through hierarchical levels & visualize your network

- 2D and 3D visualization
- Detailed physical network hierarchy
- Interactive graphical views
- Detailed and accurate cabinet elevations
- Easy-to-use drag-and-drop features

A High-Quality Product

PATCH MANAGER is a future-proof investment that supports the daily tasks of network professionals, such as network administrators, network engineers, help-desk support teams, asset managers, and floor managers. Its useful features and intuitive operation improve and simplify network infrastructure management, preventing errors and reducing downtime. PATCH MANAGER is architected on widely used, open IT standards allowing optimal integration with 3rd party solutions and live data.

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Versatile, scalable and future-proof

PATCH MANAGER is an enterprise-class application, capable of seamlessly scaling to support large global networks and large network teams, while still delivering high-quality performance and usability. PATCH MANAGER's deployment-size based licensing ensures that your investment is aligned with your infrastructure growth. The comprehensive configurability and powerful template-modeling ensure that the software evolves in line with your ever-changing organizational and network requirements.

Software-as-a-Service (SaaS) or In-House

PATCH MANAGER is available as a SaaS solution or as an in-house deployment. Having offered our PATCH MANAGER SaaS solution since 2010, we are a highly experienced provider and have a proven track record of operating a secure and reliable service, with a global reach.
In-house, it can be deployed on Windows or Linux operating systems, with out-of-the-box database support for most widely used commercial and open-source database management systems.

Future-proof investment

We regularly add new features and enhancements to our software. All updates are easy to implement, require no manual steps and are always FULLY compatible with your previous versions. No need to perform any data conversions to make use of the new features!

System integration

PATCH MANAGER provides an extensive REST API for system integration. This feature enables you to augment your infrastructure management system architecture with 3rd party solutions (such as network/service management systems and device discovery tools) and to integrate live data (such as SNMP data from PDUs) into the application. This avoids the need to maintain the same data in multiple data stores and provides a means for you to visualize and report on the externally retrieved data.

Mobile application

PATCH MANAGER on the go. Designed to assist in performing tasks in the field such as work order execution, network troubleshooting and inventory analysis, the HTML5 based PATCH MANAGER Mobile Application is available on mobile platforms via a standard web browser.

GIS enhancing

The PATCH MANAGER Geographic Information System (GIS) features provide a seamless mechanism for integrating geographical maps from your GIS system or public map service into PATCH MANAGER graphical location overviews. The GIS features allow you to easily manage the outside plant physical assets and connectivity of your campus, metro or inter-city network, with all objects accurately represented according to their geographical coordinates. Data and map integration are hassle-free.

Easy implementation

PATCH MANAGER is a powerful yet intuitive and user-friendly software solution. With the help of our dedicated support team, specialized onboarding training and the powerful data import features in PATCH MANAGER, you will be up and running in no time.

User access control

PATCH MANAGER incorporates fully customizable fine-grained policy-based user access management that gives detailed control of who is allowed to do what, ensuring that user actions are kept in line with their assigned job role.

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Lifecycle support

PATCH MANAGER includes support for the whole network infrastructure lifecycle including design, installation, operation and decommissioning. This support assists proper planning and execution of each stage and is a useful, time-saving feature in many work processes.

Available in 12 languages

PATCH MANAGER is currently available in English, Dutch, French, Polish, German, Spanish, Italian, Chinese (simplified), Korean, Portuguese, Russian and Turkish.

Services & Support

Delivering substantial value to our customers is our priority, and we make every effort to exceed their expectations.

Professional services

PATCH MANAGER is fully featured, architected on open standards and designed to be powerful, yet easy to use. This allows you to take complete ownership of the application with minimal external assistance required. That said, our highly skilled team of consultants are happy to share their best-practice experience to help you along the way.

Our services include:

Consultancy
- Assistance with conversion of data from existing tools such as spreadsheets and legacy systems
- Assistance to seamlessly deploy PATCH MANAGER in your organizational workflows
- Best practice PATCH MANAGER implementation guidance

Integration assistance
- PATCH MANAGER provides an extensive JSON/REST API for integration with third-party systems and devices. Our team can provide advice on and help implement these integrations.

End-user training
- End-user training focuses on your specific needs. Courses use an operation-based learning approach with practical hands-on exercises
- Available training packages
  - General onboarding training to help you quickly get started
  - Full training to cover all aspects of the application
  - On-going specific deep-dive training to provide in-depth knowledge of specific topics

Support

Our support team offers a top-notch on-going service to answer your requests for assistance. Their objective is to help you maximize the benefits of the application, and they will keep you informed about the latest product developments. The template service that they provide ensures that asset and cable templates are always available for your particular network infrastructure.

Implementation Support

- Product related questions/general advice on how to apply functionality
- Bite-sized training to build up your knowledge of the product
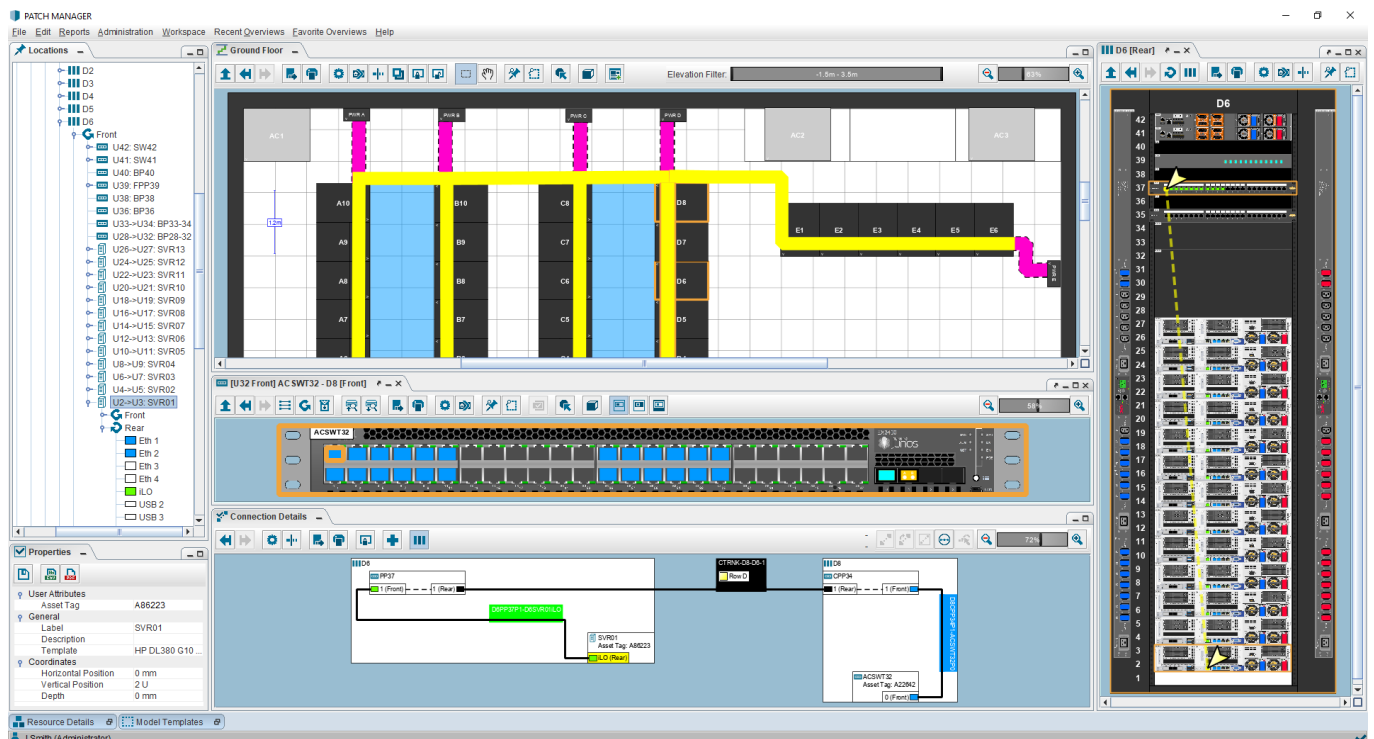- Installation and configuration support

Template Service

Our dedicated team of template designers maintains and continuously updates our extensive and independent library of accurate, detailed, and high-quality templates. We create templates of products from all manufacturers.

Authorized implementation partners

To provide support and professional services in the locality of our customers, we work with authorized implementation partners. These partners are selected for their high level of Infrastructure Management domain expertise and their in-depth knowledge of the PATCH MANAGER product.

Relied-upon and widely trusted

Since 2002, we are committed to product excellence and high-standard customer service. With our software expertise and full understanding of the domain, we develop and maintain a comprehensive cable and asset management solution to help you make any IT infrastructure more efficient and sustainable. At Patchmanager B.V., we value longstanding and durable relationships with our customers and partners.
PATCH MANAGER is used by a varied and rapidly growing international customer base, ranging from small and medium-sized enterprises through to large multi-nationals.

PATCH MANAGER data center connection tracing

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Amongst our customers are:

- Financial Institutions
- Defense-related Institutions
- City and State Governmental Institutions
- Utility and Telecommunications Providers
- Airports
- Universities and Colleges
- Research and Development Laboratories
- Automotive Corporations

- Mining Corporations
- Healthcare Institutions
- Co-location Data Centers
- Information Technology Corporations
- Online Gaming Corporations
- Media and Broadcast Corporations
- Industrial Plants
- Hospitality, Sports and Entertainment Venues

Find out for yourself how PATCH MANAGER can ease your network management by requesting a trial version through our website https://patchmanager.com/request-personal-demo/. A personal online demo of PATCH MANAGER is a great, no strings attached way to take a look at our product and have your individual questions answered. Typically lasting 30-45 minutes, a representative will walk you through the features relevant to your requirements.

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