The Comprehensive Cable & Asset Management Software Solution

PATCH MANAGER
infrastructure management software

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About Patchmanager B.V.

- Software technology company specialized in cable and asset management
- Established in 2002
- Based out of Amsterdam, the Netherlands
- Independent, owner operated, profitable, zero debt
- Product-excellence focus
- Customer-focused culture

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PATCH MANAGER at a Glance

- Plan, document and manage changes to the physical network layer
- Applicable to data centers, outside plant fiber networks, and office networks
- Easy to implement and maintain
- Versatile, scalable and future-proof
- Report on your infrastructure data
- HTML5 based application for working on the go
- Software-as-a-Service (SaaS) or in-house
- Currently available in 12 languages: English, Dutch, French, Polish, German, Spanish, Italian, Chinese (simplified), Korean, Portuguese, Russian and Turkish

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One Product,
3 Application Domains

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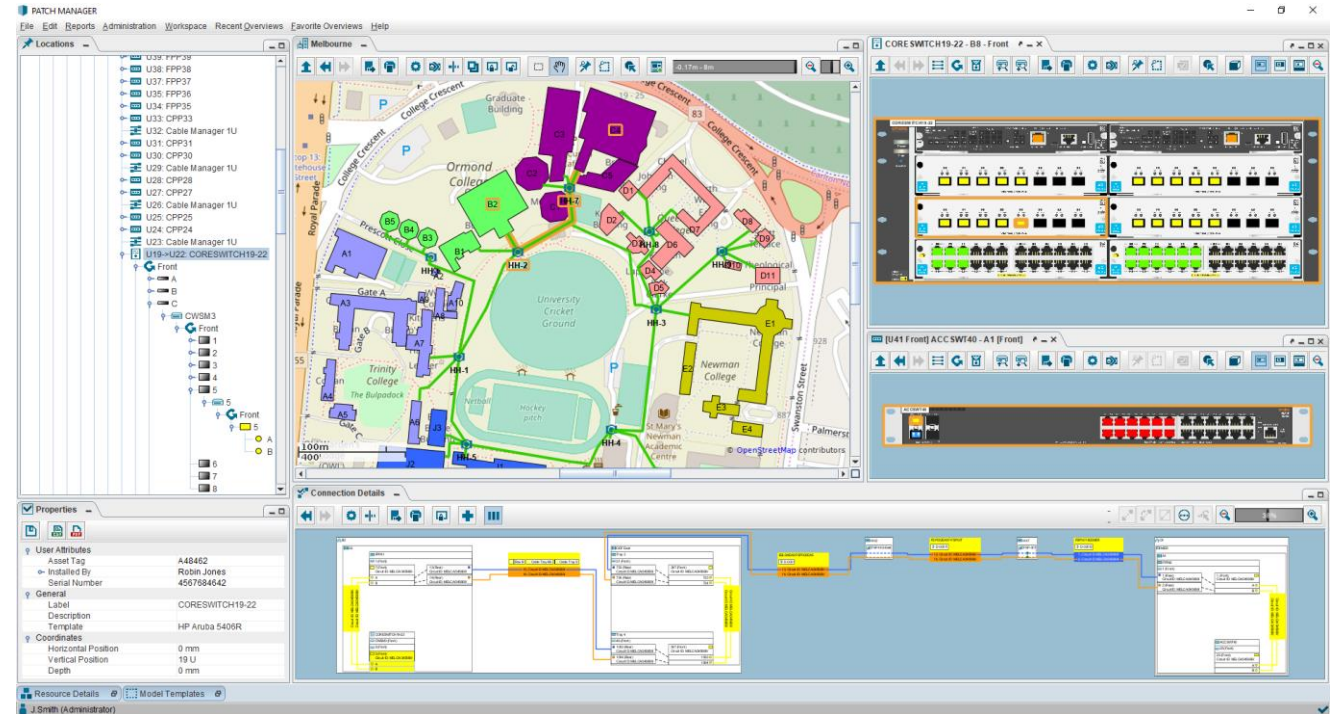infrastructure management software

Data Center Infrastructure Management (DCIM)

- Manage and plan your rack space usage and power consumption

- Manage the lifecycle of your data center assets

- Manage your data center floor space

- Manage the impact of loss of power and network connectivity

- Manage your 'Moves', 'Adds' and 'Changes' efficiently

- Data mine your assets and connectivity for engineering and management reporting

- Manage your customer space in colocation data centers

- And much more…

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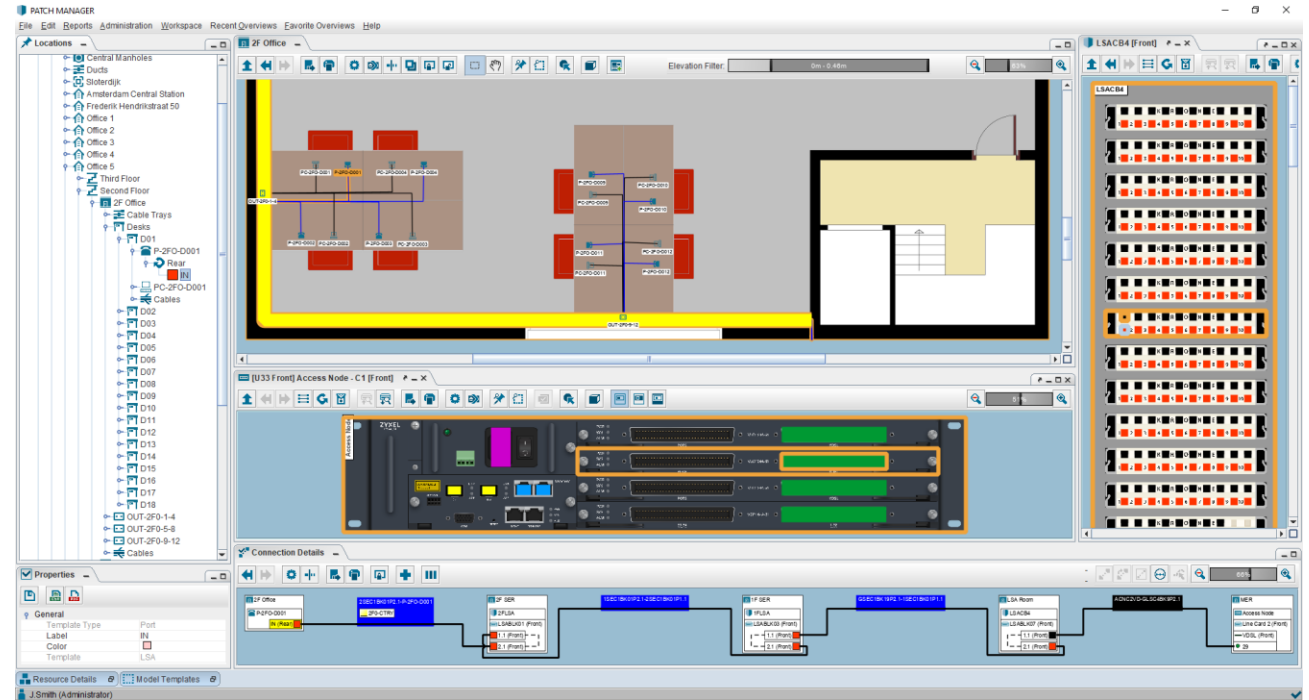infrastructure management software
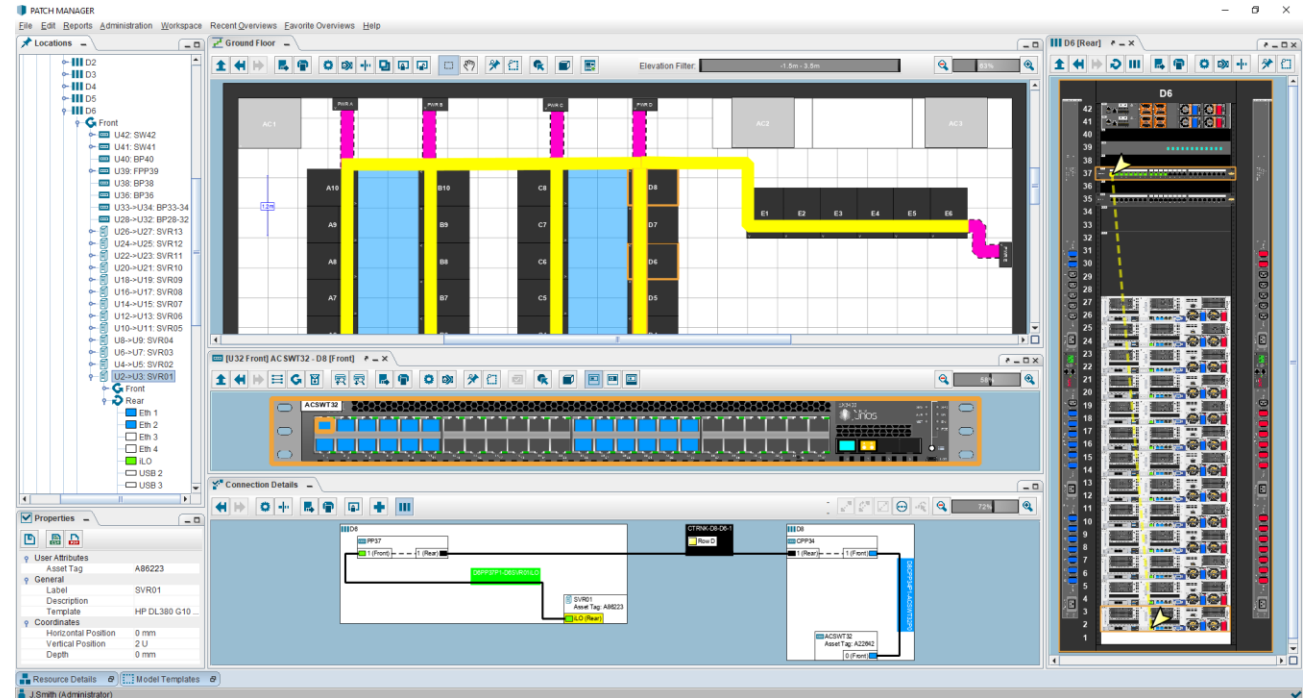
Outside Plant Fiber Network Management

- Easily manage fiber backbone availability

- Manage cabling and assets in manholes

- Manage fiber splicing and air blown fiber

- Generate routes for new cables

- Generate and maintain network map layouts

- Manage conduit and multi-duct structures

- And much more...

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Office Network Infrastructure Management

- Manage your analog and digital telephone circuits

- Manage your data circuits

- Manage patch panel, switch and outlet availability

- Manage equipment room rack space availability

- Manage and identify unused and spare network assets

- Manage your cable duct availability

- Manage your equipment room rack elevations and floor plans

- Manage your office floor plans

- Easily locate your network assets
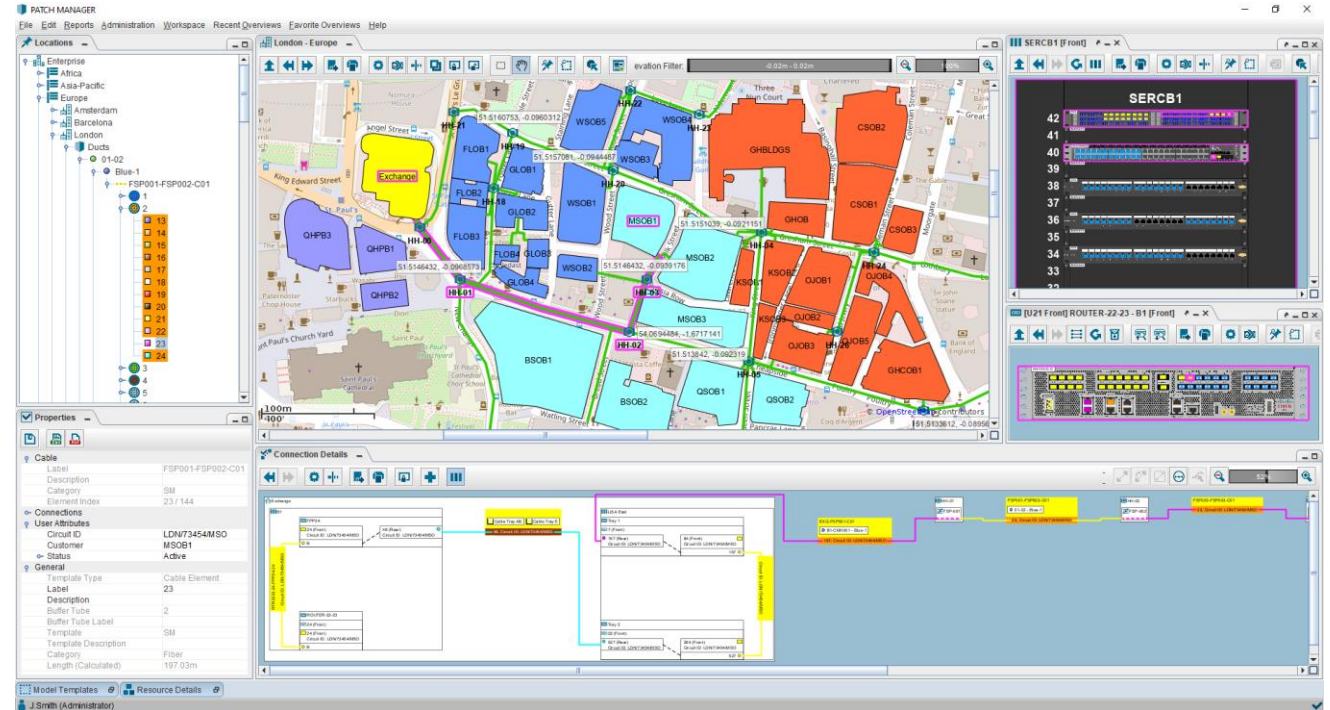
- And much more...

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Capabilities & Features

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Cables & Connectivity

- Full end-to-end connection tracing

- Interactive and customizable connection details pane

- Highlight connection trace in the graphical overview

- Model and manage any type of cable (fiber, copper and power)

- Cable routing through trays, conduits, ducts, manholes and poles

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Assets & Capacity Management

- Accurately represent your physical layer connectivity and assets, including floor space, rack space, IT assets, conduits, cables, and much more

- Capacity and connectivity information centralized and easy to manage

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Modeling & Visualization

- 2D and 3D overviews

- Cabinet overviews: view cabinets from front, rear and side; open multiple cabinets side-by-side; open racks from different locations in one view

- Ability to import floor plans and infrastructure using existing documentation

- Ability to calibrate room dimensions

- Extensive component library modeled to manufacturer specifications

- Drag-and-drop infrastructure components

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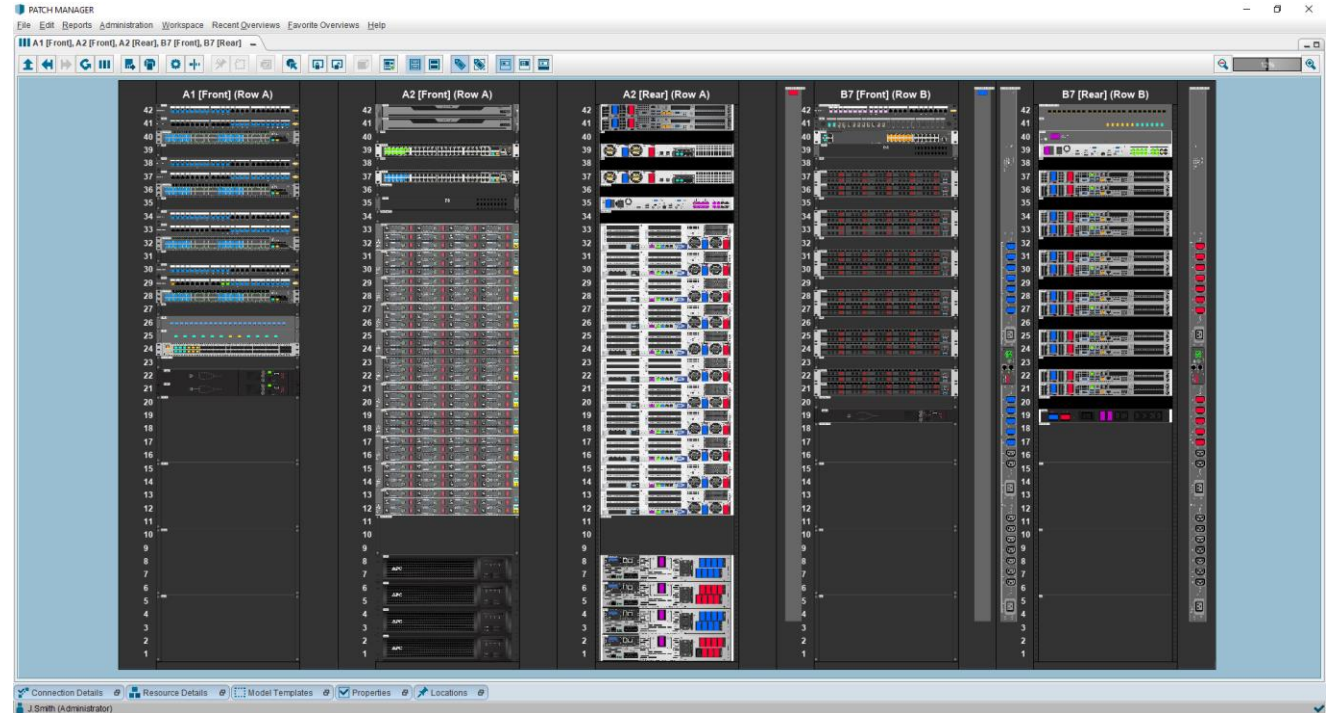
Elevation & Zoom Control

- Configure the elevation of every object (aerial/underground fiber)

- Visualize objects based on elevation

- Customize how objects are displayed at each zoom level

- Zoomable overviews for easy navigation

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Fiber Strands & Splicing

- Fiber strands can easily be managed and reported on

- Splicing can be managed intuitively

- Ability to cut strands

- Visualize splice joints

Work Orders & Change Management

- Work Orders provide a practical solution to documenting your moves, adds and changes

- Easy to see whether equipment is already installed, planned or to be removed

- Customizable workflows and phases

- HTML5 based app for portable devices to assist in performing tasks in the field

- Detailed asset history and audit trail for tracking changes

- Automated notification e-mails to coordinate the change process

- Populate lists of materials needed to execute changes

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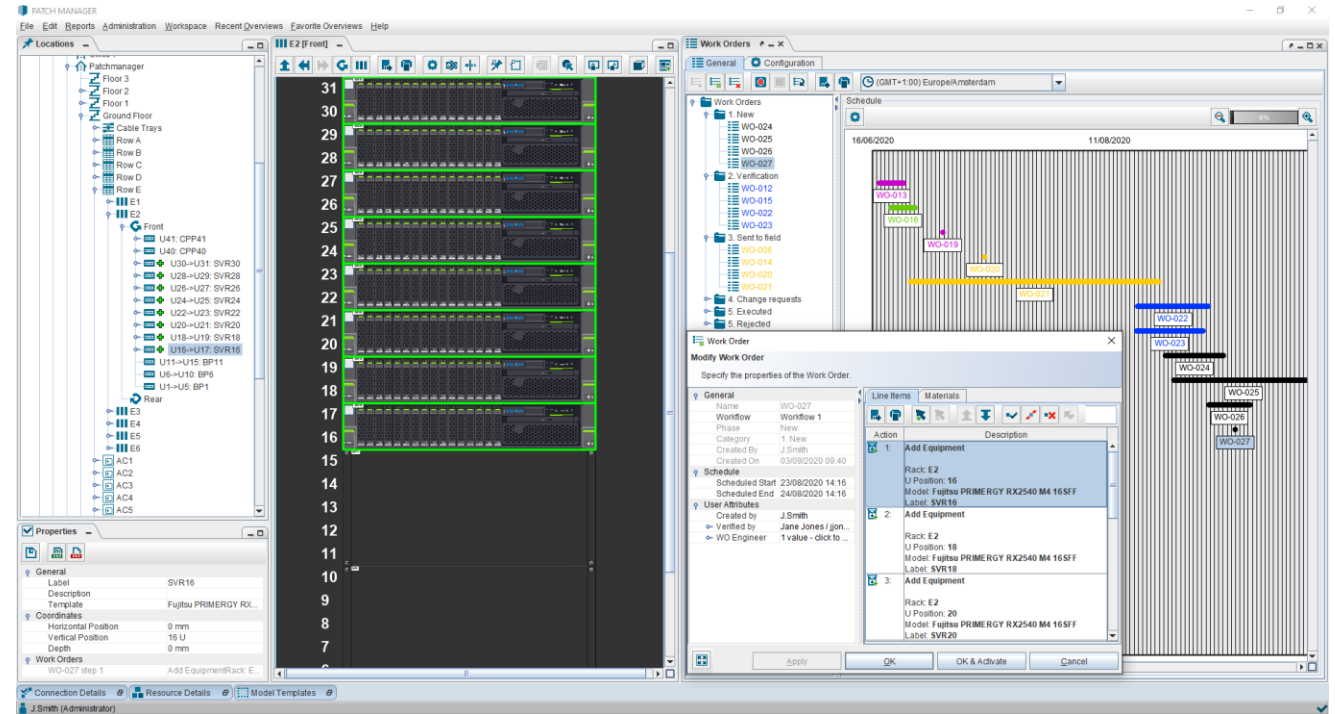
Reports & Analytics

- Powerful reporting functionality

- Report on any object type

- All reports are user-defined and highly customizable

- Turn your reports into charts

- Export to CSV/PDF/JSON

- Publish your reports through the REST API

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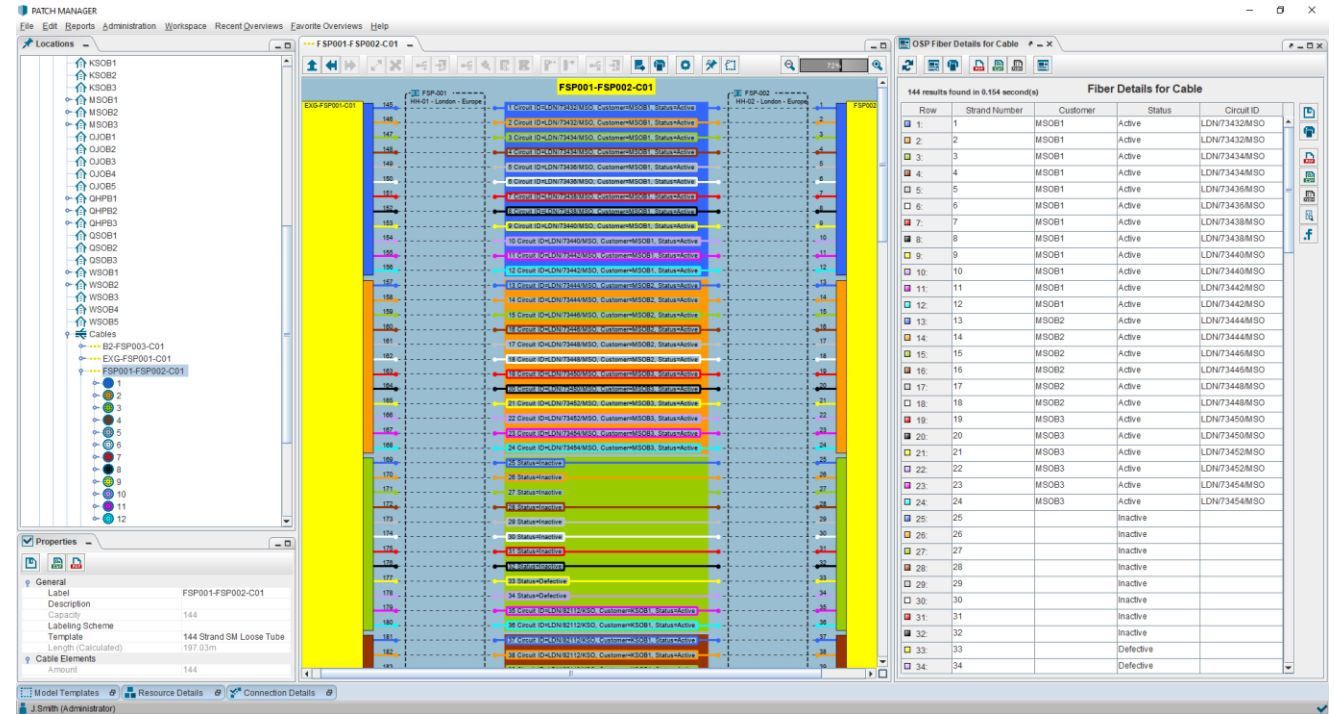
Custom Data Fields

- User-defined data fields allow you to store custom information that's important to YOU

- Attach custom fields to any object and include them in your reports

- Freedom to choose the type of data from a wide range (text, numbers, file attachments, images) and to create custom data types

- Configure resources such as cabinet space, floor space, electrical power and cooling

- Automatically calculate total consumption and provision of resources

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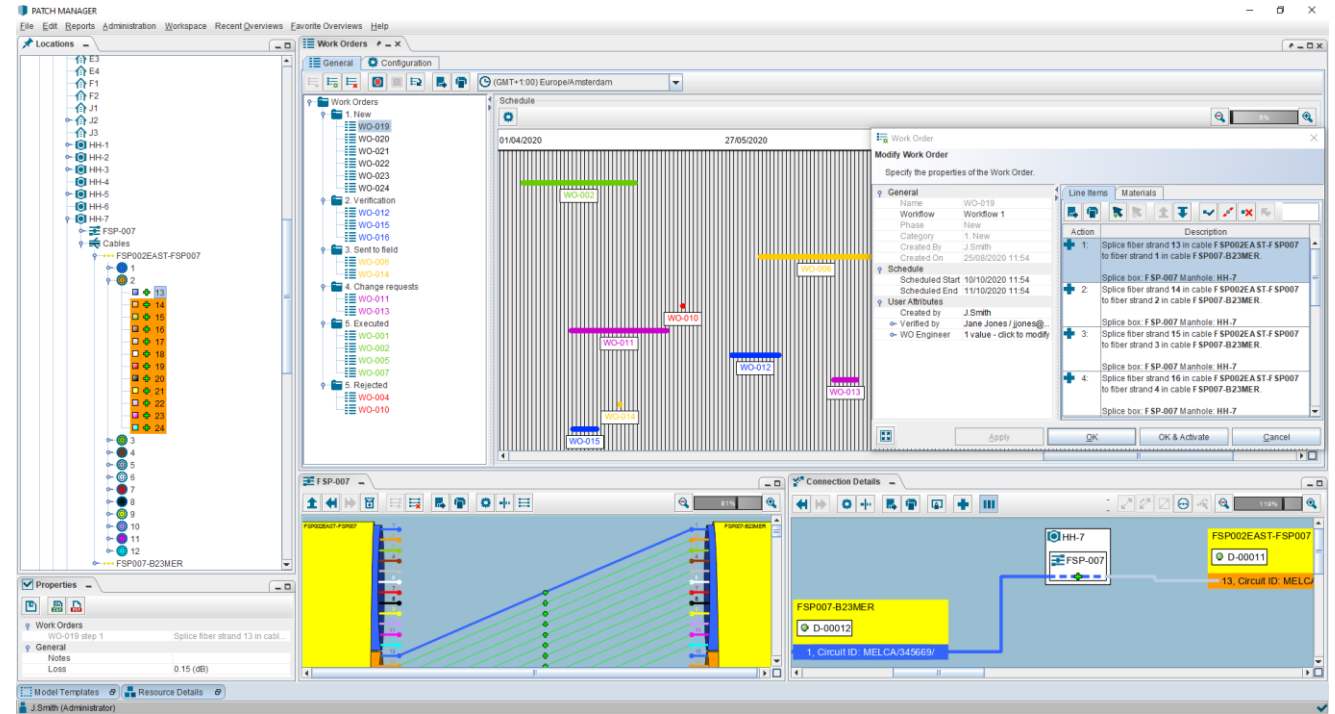
Easy Navigation

- Logical object hierarchy provides an efficient way to find any part of your infrastructure

- Explore your network through interactive graphical overviews

- Smart search capabilities allow you to quickly find and navigate to any item in your infrastructure

- Navigate from custom reports

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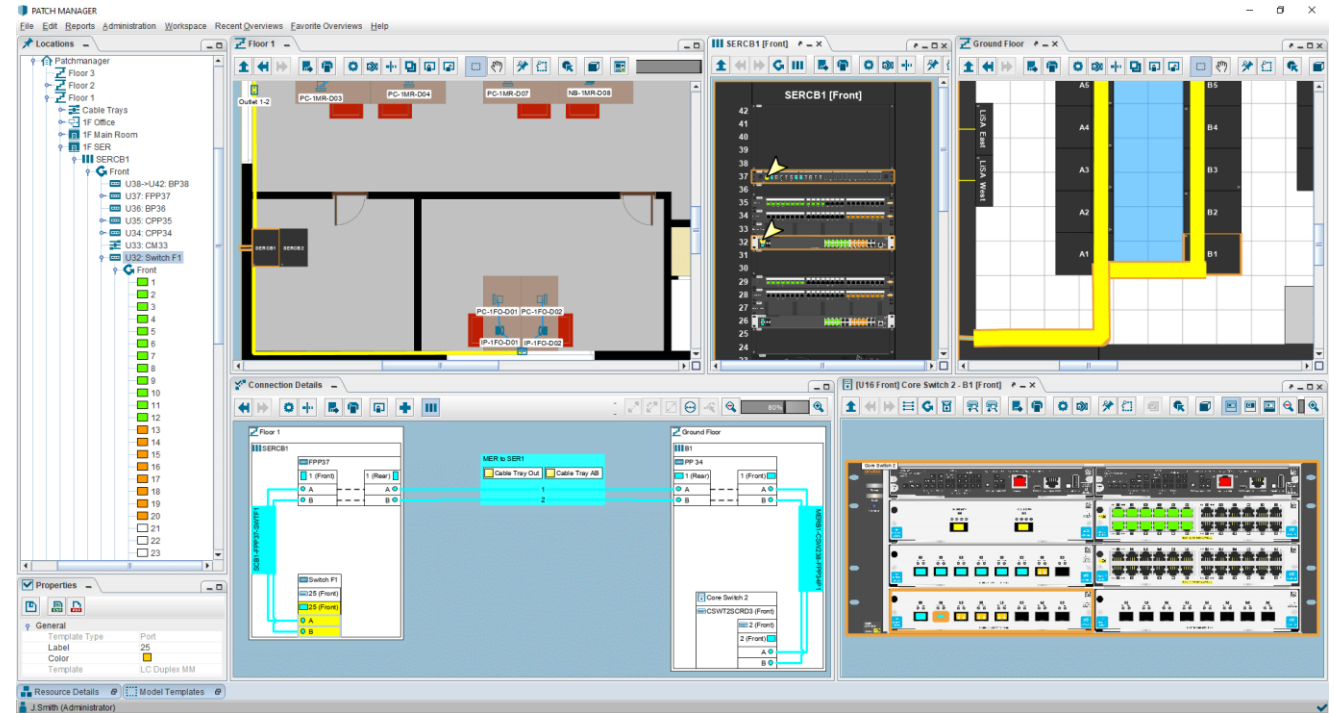
GIS Enhancing

The PATCH MANAGER GIS Extension can be instrumental for the management of campus, city or inter-city outside plant physical assets and cabling. The key features are:

- GPS position representation of:

  - Locations such as buildings and manholes

  - Network assets such as splicing equipment

  - Conduits and cables

- Conduit and cable length calculations

- Connection attenuation calculations

- Pinpointing distances along a connection (for example, to use with OTDR trace results)

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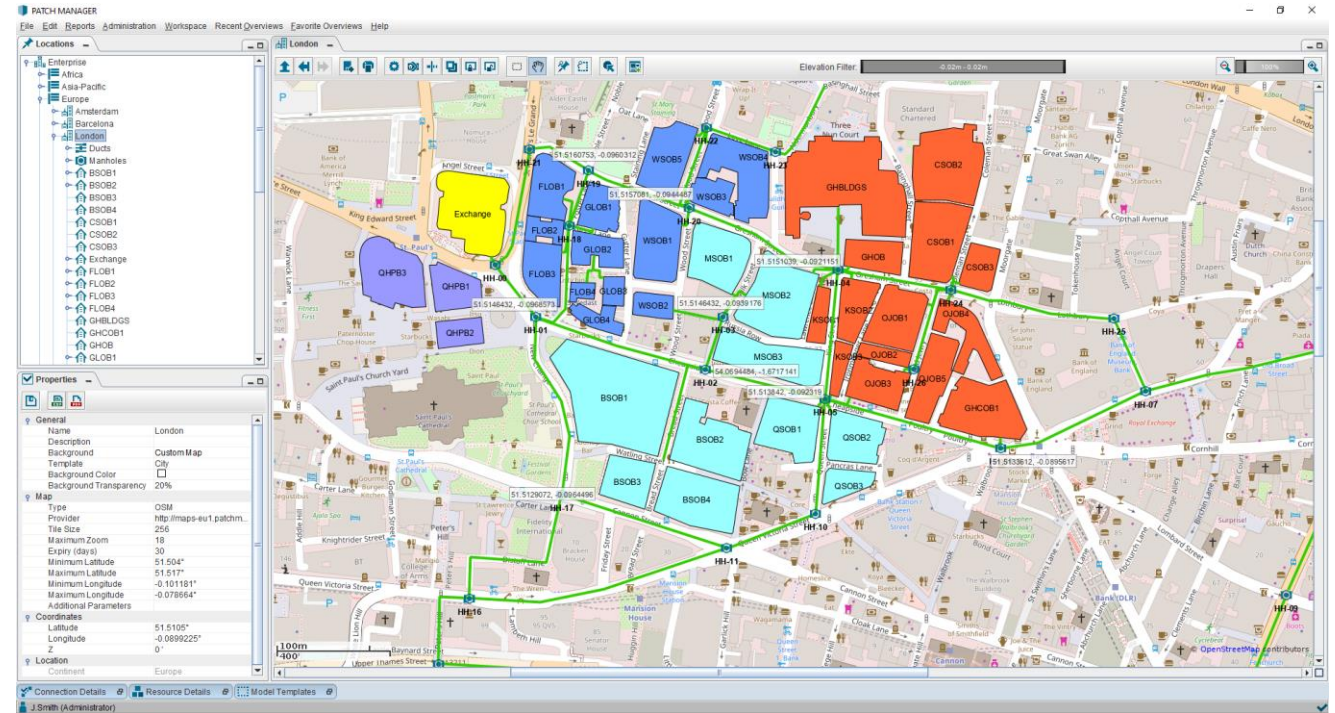
3rd Party Integration

- Extensive REST API that facilitates both data input and retrieval

- Ability to synchronize data with SNMP-enabled devices

- Ability to launch external applications and scripts from inside PATCH MANAGER

- Fully compatible with the TKM GmbH AIM Solution

- Ability to integrate with IT Service Management systems such as ServiceNow

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HTML5 Mobile Application

- HTML5 browser application allows you to make changes on the go

- Compatible with mobile devices such as tablets and smartphones

- Perfect for viewing and performing work orders in the field

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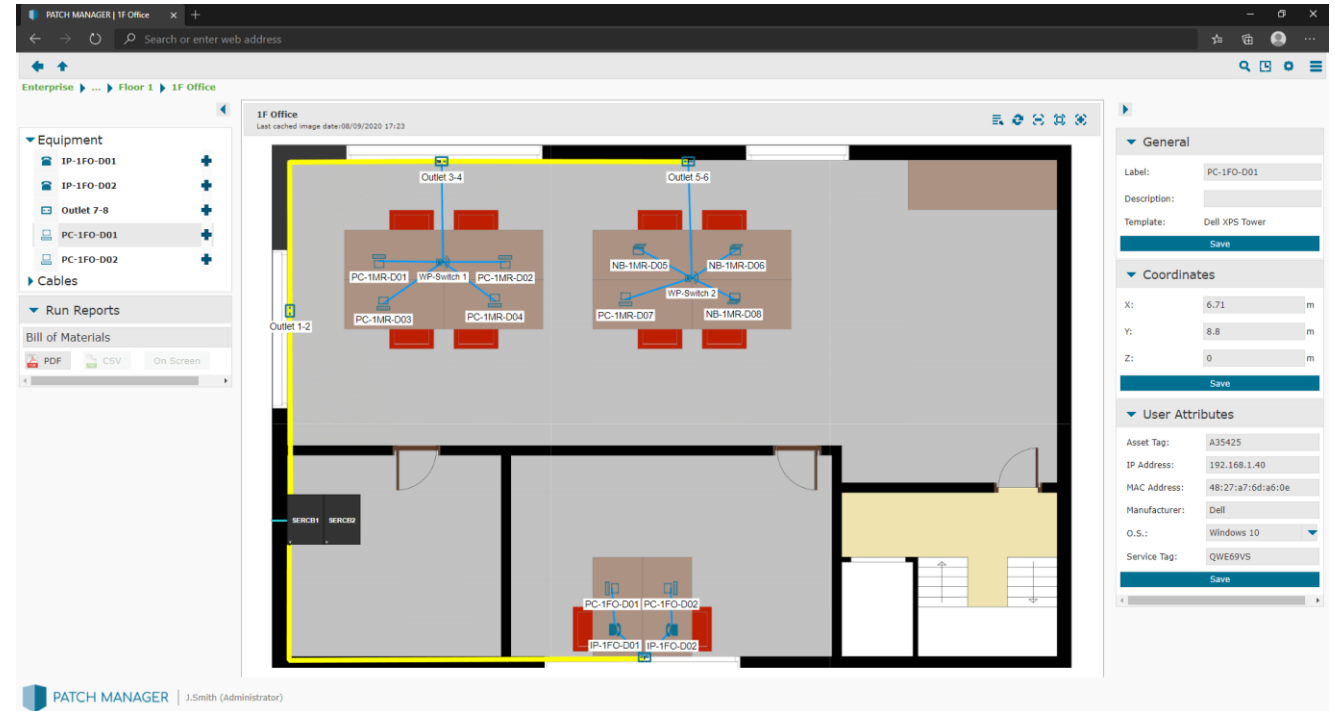
Other Technical Features

- Standard Apache Tomcat based deployment on Windows or Linux

- Supports wide-range of relational database systems

  - MySQL

  - MariaDB

  - Microsoft SQL Server

  - PostgreSQL

  - Oracle

- Support for authentication with LDAP (e.g. Windows Active Directory) and SSO (SAML 2.0)

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Services & Support

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 with:

- Consultancy

- Integration assistance

- End-user training

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Professional Services

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 on-boarding 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

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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.

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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.

To find a representative near you, please contact sales@patchmanager.com

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Customer Base

Who Is Using PATCH MANAGER?

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. 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

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Relied Upon & Widely Trusted

“One of the main benefits of using PATCH MANAGER is that we now have a single source of truth for all network-related information. One of the best things about the application is its flexibility. Everything you put in it, you can easily get out. That's an important thing.”

Gregor Hendrikse, Schiphol Telematics

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Get in Touch

Find Us Online

For more information or to request a personal demo, visit our website: https://patchmanager.com/

Visit our blog for industry insights, case studies and PATCH MANAGER latest news: https://patchmanager.com/blog

We are also on social media!

- LinkedIn: https://www.linkedin.com/company/patchmanager-bv/

- Twitter: https://twitter.com/PATCHMANAGER

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Contact Us

Do you have a question? You can contact us!

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