

Mobile

IT Service Desk In Your Pocket

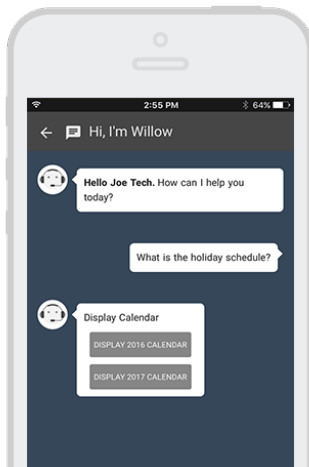
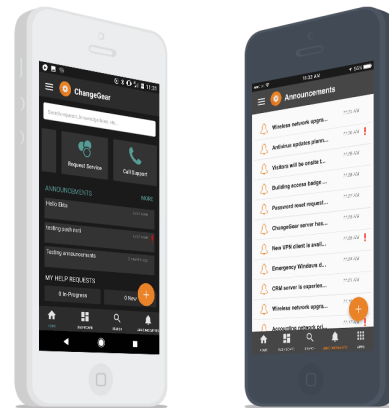
The Power of ChangeGear at Your Finger Tips

ChangeGear for Mobile provides a completely dynamic experience for both IT staff and end users, enabling them to monitor and access their ITSM services anywhere, any time. Whether it's submitting requests, checking the knowledge base, interacting with the Chatbot assistant, or keeping an eye on productivity, ChangeGear for Mobile is the fastest way for users to interact with the service desk. Access is available on any Android or iOS phone or tablet for a consumer-like user experience.

A Dynamic User Experience

ChangeGear provides both IT staff and end users a completely personalized experience upon installation. Simply login with your ChangeGear credentials and get immediate access to the most relevant modules and services for you.

- Each mobile environment is automatically personalized based on a license, role, or permission
- All ChangeGear forms and workflows are automatically streamline and optimized with the mobile user experience in mind
- IT staff can access customized dashboards and KPIs, while end users can interact with their self-service portals and receive in-app notifications



Increased User Engagement with Smarter Automated Support

SunView Willow AI™ chatbot comes built-in to the ChangeGear Mobile app. This AI-powered virtual assistant provides end users a more natural way to engage with IT, enabling real-time answers on any device, from any location in the world.

- Engage with Willow via text or voice
- Administrators can fully configure Willow so it easily disseminates knowledge from FAQs within the organization
- With advanced Natural Language Processing (NLP) technology, Willow can parse user questions and return pre-defined answers

Contact Us for a Demo

 (813) 379-2794

 sales@sunviewsoftware.com

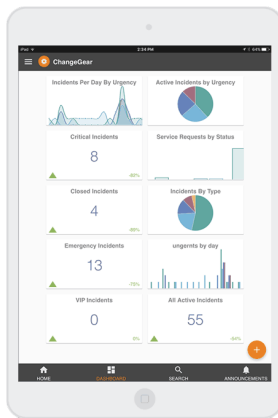
 www.sunviewsoftware.com



A Complete ITSM Experience

The ChangeGear Mobile experience provides a complete and robust ITSM platform built for smartphones and tablets. ChangeGear for Mobile allows you to easily access its suite of services from the palm of your hand.

- Get full access to ChangeGear's most critical ITIL-based processes
- Easily create, customize, and configure the mobile experience for both IT staff and end users using ChangeGear's codeless interface



Safe and Secure

When it comes to protecting the security of your IT organization and its end users, safety and security are top priorities. That's why ChangeGear for Mobile goes above and beyond to shield its application environment from potential security threats and vulnerabilities.

- Support secure Mobile Device Management (MDM) in the office with Mobileiron® compliant corporate VPN automation.
- Access secure data protected by mobile standard SSL encryption

Contact Us for a Demo

 (813) 379-2794

 sales@sunviewsoftware.com

 www.sunviewsoftware.com



About SunView Software

SunView Software is a leading provider of smart IT Service Management software that helps companies build more responsive IT departments. SunView's flexible and simple solutions enable companies to better deliver, manage, and monitor IT needs across the enterprise. Created with a visionary future in mind, the consumer-like interface provides users the experience they've come to expect in all areas of life. Most importantly, SunView's Willow AI™ and Machine Learning Platform is helping to create intelligence-driven IT organizations—bringing together the best of human and machine to launch a new era of intelligent IT Service Management.

Contact Us

SunView Software

10210 Highland Manor Drive
Suite 275
Tampa, FL 33610

Phone: (813) 632-3600
Toll Free: (800) 390-4169
Fax: (813) 840-4040

www.sunviewsoftware.com

Sales Inquiries

sales@sunviewsoftware.com

Contact Us for a Demo

 (813) 379-2794

 sales@sunviewsoftware.com

 www.sunviewsoftware.com

