

TOP 10 REASONS

WHY CUSTOMERS SELECT CHANGE GEAR

Find out why our customers selected ChangeGear to support their most vital business processes.



ChangeGear
Service Desk

1

Our People

Team of responsive professionals devoted to your project success including US based Product Support staff, certified Professional Services consultants and a dedicated Account Manager.



2

Single Integrated Platform

Accelerate implementation, ease administration, and support ticket promotion across ITIL processes with the fully integrated ChangeGear platform.



3

Modern User Experience

Easily access the information you need to be more productive using a modern web responsive interface designed for efficiency and a more intuitive user experience.



4

Flexible Licensing Options

Maximize your Service Desk ROI with On-Premises and SaaS delivery options, named or concurrent staff licensing and no cost requester and executive access.



5

Proven Scalability

Meet the needs of your business today and in the future with a highly scalable architecture that supports thousands of users and millions of tickets.



6

Industry Leading Change Management

Strengthen processes for regulatory compliance requirements and meet the demands of an agile service delivery model with an unmatched ITIL Change and Release Management solution.



7

Codeless System Configurations

Quickly make system modifications with simple "Self-Customization" capabilities like advanced automations, graphical workflow design, and forms layout, all without the need for coding.



8

Custom Process Modules

Become an IT champion by delivering new process modules to support line-of-business applications outside of IT like facilities or HR requests, without the need for coding.



9

Personalized Dashboard & Workspace

Increase IT staff efficiency and enhance management visibility with personalized Dashboards for real-time metrics and a dedicated Workspace aggregating all of your activities in one place.



10

3rd Party Integration Methods

Seamlessly integrate the Service Desk with other business critical applications using our open Web Services API, File System Integration capabilities or simple email communication.

