

### Why ChangeGear

**Single Platform** - fully integrated modules

**Simple-to-Deploy** - deploy in days, not months

**Cost-Effective** - low total cost of ownership when compared with other enterprise ITSM solutions

**Seamless Integration** - easily integrate with other systems or processes

**Flexibility** - quickly adapt processes to meet your business needs without coding

**ITIL Alignment** - utilize ITIL-based processes out of the box for fast ROI

**Cloud or On-Premises** - flexible delivery options to meet your needs

### Benefits

- Streamline impact analysis for changes
- Communicate impact of changes to stakeholders
- View service history for critical IT infrastructure

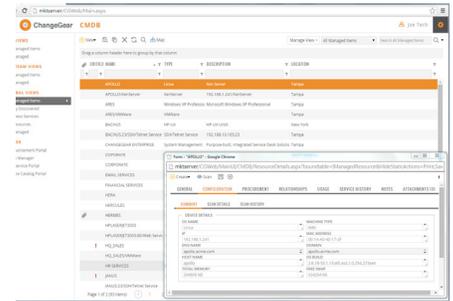
### Contact Us

Phone: 800.390.4169  
 Sales: 813.840.4027  
 Email: Sales@SunViewSoftware.com  
[www.SunViewSoftware.com](http://www.SunViewSoftware.com)

### CMDB drives operational efficiency

Organizations today understand that IT is the heartbeat that fuels the entire enterprise. To keep the business competitive and running efficiently, IT organizations must operate like fine-tuned and well-managed businesses; to do this, however, they must have control and visibility into the IT infrastructure.

A Configuration Management Database (CMDB) is a unified repository of reliable and accurate information about the entire IT environment. The comprehensive data in the CMDB is critical for achieving operational efficiency and ensuring compliance in today's increasingly complex IT environments.

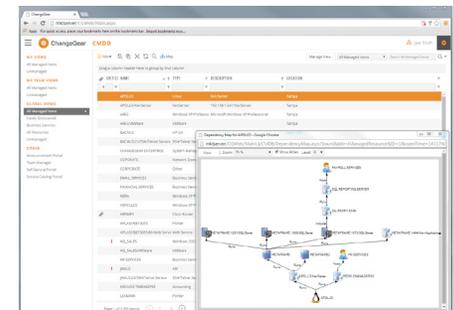


### Extensible Configuration Management System

Configuration management is an integral part of an effective change management process. Without understanding IT component dependencies and their relationships, introducing change into an IT environment can result in catastrophic consequences. With ChangeGear, IT organizations have complete visibility into their IT infrastructure.

#### Configuration Management Database (CMDB):

Federated repository of IT resources that includes business services, hardware, BYOD, software, users, documentation, and configuration. In addition to managing IT assets such as routers and servers, ChangeGear provides you with the ability to easily add new Configuration Item (CI) types to track non-datacenter assets with the ChangeGear Entity Editor. The form authoring tools give you complete control of the layout, labels, and what fields are displayed on the custom form.



**Configuration Auditing:** Understanding the changes in the IT environment is critical in maintaining IT service uptime. With its built-in and definable Business Policy Automation tool, ChangeGear can monitor hardware and software changes, alert IT staff to unauthorized system changes and network access, and perform other system management activity.

### Benefit from change tracking

ChangeGear CMDB allows organizations to track and control changes by:

- Tracking and maintaining a comprehensive list of CI relationships and dependencies
- Ensuring that all changes to CIs are carried out in a planned and authorized manner
- Closed-loop change validation to confirm the correct change was implemented

ChangeGear CMDB also maintains an audit trail of change activity allowing IT organizations to quickly access valuable historical information for modeling, troubleshooting, accounting, security and compliance purposes.

## Key Features

### ITIL Processes

- Configuration Management (CMDB)

### Automation

- Business Policy Automation
- Advanced Group Security
- Automated Notifications and Alerts

### Collaboration

- Intuitive Web Interface
- Personalized Dashboard
- Historical Audit-Tracking
- Standard Reporting

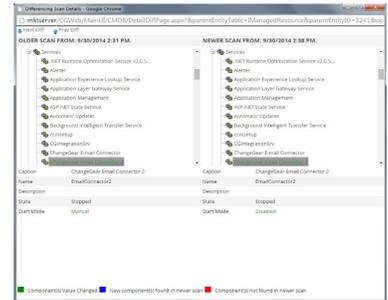
### Extensibility

- Microsoft .NET Architecture
- Advanced Analytics
- Directory Services Integration
- Web Services SDK
- Drag-n-Drop Customization

## Simplify and achieve compliance

Regulatory compliance measures like SOX, GLB, FISMA, HIPAA, and PCI place a heavy burden on IT organizations to follow stringent accounting practices when managing IT systems. This is especially challenging for large enterprises with numerous business units operating in multiple locations. ChangeGear CMDB's robust reporting tools simplify regulatory compliance by providing:

- Detailed accounting of IT infrastructure
- Historical record of system and application changes
- Control and management of existing gaps in financial processes
- Real-time and comprehensive compliance reports for auditors



## Track and measure with key performance indicators

ChangeGear's fully customizable Dashboard goes beyond the functionality of a regular dashboard. The Dashboard provides staff with a way to access all pertinent information about IT Services and supports embedded services and applications from other third-party vendors.

Producing timely reports is essential for meeting change control regulatory compliance standards; it is equally important for upgrade planning, server provisioning, and asset consolidation. ChangeGear provides a number of pre-defined reports out of the box to meet these requirements. Plus by adding the business intelligence engine of Advanced Analytics to the ChangeGear Service Desk Platform, customers have the ability to mine actionable intelligence from their service management data to drive continuous improvement and efficiency.

## Scalable architecture, seamless integration

Based on Microsoft's .NET platform, ChangeGear CMDB leverages Service Oriented Architecture (SOA) and Web Services to provide real-time integration between disparate systems. This facilitates improved efficiency, streamlined IT processes, and expanded business service capabilities. ChangeGear CMDB's scalable architecture supports large numbers of IT assets, configuration items, and users, while allowing quick access to information.