



Product	ChangeGear Change Manager	ChangeGear Service Desk	ChangeGear Service Manager
Licensing			
License Type	Subscription	Subscription	Subscription
User Licensing	Named or Concurrent	Named or Concurrent	Named or Concurrent
Asset Licensing	Discovered or Managed Assets with CMDB Option	Discovered or Managed Assets with CMDB Option	Discovered or Managed Assets with CMDB
Process Modules			
Incident Management		✓	✓
Problem Management		✓	✓
Change Management	✓	✓	✓
Release Management	✓	✓	✓
Knowledge Base Management		✓	✓
Service Catalog			✓
Service Request Management		✓	✓
Configuration Management (CMDB)	Option	Option	✓
User Experience			
Persona-Based & Team Dashboards	✓	✓	✓
Personalized Workspace	✓	✓	✓
Dynamic Forms & Fields	✓	✓	✓
User Center	✓	✓	✓
Mobile Experience	✓	✓	✓
Intelligent Search	SQL Search	ElasticSearch	ElasticSearch
Standard Reporting	✓	✓	✓
Self-Service Portal	✓	✓	✓
Email Conversation Management	✓	✓	✓
Announcement Calendar	✓	✓	✓
User Satisfaction Survey		✓	✓
Survey Management		✓	✓
Automation			
Asset Management	CMDB Option	CMDB Option	✓
Business Policy Automation	✓	✓	✓
SLA Management	✓	✓	✓
Template Management	✓	✓	✓
Approval Routing	✓	✓	✓
Email Approvals	✓	✓	✓
Email Notifications	✓	✓	✓
Email Ticket Creation	✓	✓	✓
Task Management	✓	✓	✓
SMS Notifications	✓	✓	✓
VIP Ticketing	✓	✓	✓
Global View Management	✓	✓	✓
Workflow Automation	✓	✓	✓
Automated Network Discovery	CMDB Option	CMDB Option	✓
Configuration Auditing	CMDB Option	CMDB Option	✓

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Business Service Mapping	CMDB Option	CMDB Option	✓
Advanced Change Features			
Multi-Modal Change Processes (ITIL, DevOps, Business & More)	✓	Option	✓
CAB Meeting Management	✓	Option	✓
Forward Schedule of Change	✓	Option	✓
Change Log Tracking	✓	Option	✓
Pre-Authorizations	✓	Option	✓
Change KPIs & Reports	✓	Option	✓
Advanced Enterprise Features			
Multiple Organizations		Option	✓
Multiple Workday Schedules for SLAs and BPAs		Option	✓
Ticket Routing (Load Balance, Round Robin)		Option	✓
Intelligent Features			
SunView Machine Learning Engine			✓
Smart Field Recommenders			✓
Resolution Suggestions			✓
IntellAssign			✓
Smart Request Responses			✓
Willow Chatbot			✓
Image Recognition			✓
Smart Voice			✓
Smart Dashboard w/ Predictive Analytics			✓
User Sentiment & Sentiment Trends			✓
Effort Estimate			✓
Configuration			
Microsoft .NET 4.6 Architecture	✓	✓	✓
Directory Services Authentication	Microsoft AD, LDAP, ADFS, SAML 2.0	Microsoft AD, LDAP, ADFS, SAML 2.0	Microsoft AD, LDAP, ADFS, SAML 2.0
Role & Team Security	✓	✓	✓
Web Services SDK	✓	✓	✓
REST API	✓	✓	✓
Global Label Editing	✓	✓	✓

*Process Module Templates available (HR, Procurement, or Project Management)