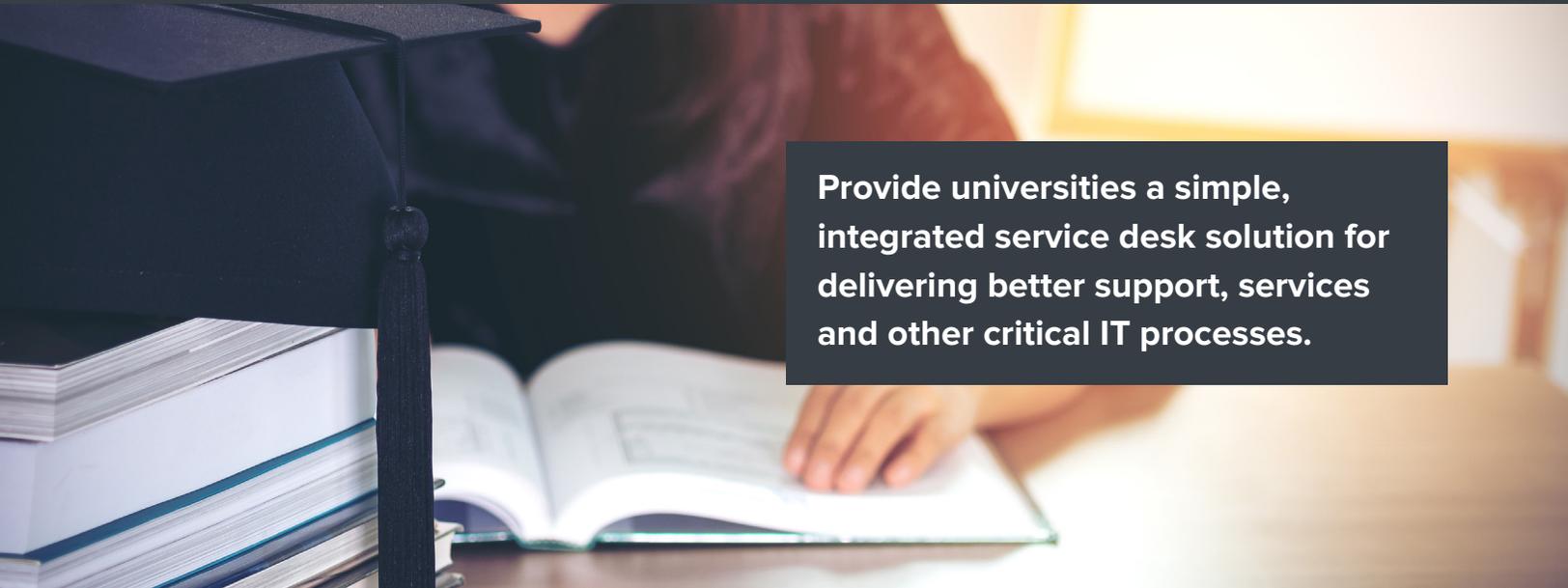




ChangeGear[®]
BY SUNVIEW SOFTWARE

Solutions for Higher Education

Deliver a Modern Single-Platform IT Service Management Solution



Provide universities a simple, integrated service desk solution for delivering better support, services and other critical IT processes.

THE CHALLENGE

Today's colleges and universities are more connected than ever before, and system infrastructures have rapidly evolved to take on the complex tasks and operations required by IT. As a result, users on campus expect easier and more convenient access to the IT support, services, and assets they need the most in order to stay productive during the semester.

THE SOLUTION

ChangeGear provides a single, comprehensive platform for on-campus IT service management needs. With its tight integration of fully customizable ITIL-based processes for help desk ticketing, self-service, change management and more. ChangeGear delivers an affordable, consolidated service desk solution for university staff and end users, without the complexities of a legacy system.



Schools like ours are challenged to become more agile in adapting legacy systems to meet those expectations while maintaining cost controls and sustainability.



Dena Speranza, CIO, Denison University

Contact Us for a Demo

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Here's how ChangeGear supports higher education organizations:

1 World-Class Service From a Single, Integrated Platform



Provide a scalable ITIL-based suite of processes that deliver easy, approachable services for staff, students, faculty, operations and non-campus users.



Reduce cost without compromising on robust IT functionality by choosing from flexible licensing and affordable pricing options to fit any size operation.



Increase student and campus staff user engagement with real-time support anytime and anywhere with ChangeGear's mobile application and Chatbot functionality, powered by AI.

2 Enable Highly Customizable Processes



Take advantage of a fully customizable architecture that allows IT to easily create and configure processes, automation, workflows and more with simple drag n' drop tools.



Give users an easy-to-use self-service portal that can be completely configured to better meet the needs of students, staff and administrators.



Create, customize, and quickly deploy custom solutions for specific organizational processes such as: student onboarding, campus self-service portals, facilities, and more.

3 Deliver a Faster & More Innovative Solution



Provide a better experience for users on campus by enabling access to multi-channel support mechanisms that manage end user requests in real-time.



Gain more insights into your reporting metrics and KPIs with fully customizable dashboards.



Deliver real-time, AI-powered assistance for staff & end users to speed up resolution times, increase engagement, and provide faster delivery of services.

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