

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

- Increase value of IT
- Increase efficiencies with business process automation
- Quickly deliver process oriented applications
- Expand value from ChangeGear investment

Creating Custom Modules in ChangeGear

Moving Beyond the Service Desk

The core ChangeGear modules (Incident, Problem, Change, CMDB, and Service Catalog) provide your IT organization with the ability to manage an essential set of processes based on ITIL best practices. From Incident and Problem Management to Service Request and Delivery, you have access to the critical components of IT Service Management (ITSM) – that every IT organization needs. However, as organizations mature, they typically discover a heightened need to adopt more complex processes, and build upon successes they have achieved. In many cases there is even a need to support line-of-business applications. With the ChangeGear Custom Process Modules, you can quickly deliver line-of-business support with process oriented applications.

Building on the ChangeGear Platform

The ChangeGear Service Desk Platform is architected using the latest technology. This provides your IT organization with a modern and intuitive interface that is both easy to deploy and use. The Process Modules are built on this same platform and will not only have the same look and feel of the other ChangeGear modules you have used, but also the same reliability. In fact the Process Modules are built on fully independent and customizable modules that include the same enterprise-grade features found in our Service Desk platform modules. This includes:

- Grid-Based Interface
- Customizable Forms
- Configurable Workflows
- Automated Approvals
- Event-Based Notifications
- Business Process Automation
- Automated Approvals
- Historical Audit-Trails
- Custom Views
- Task Management

Driving the Possible

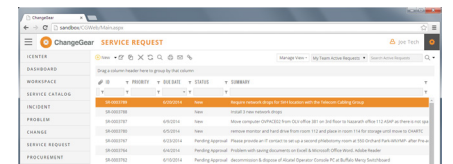
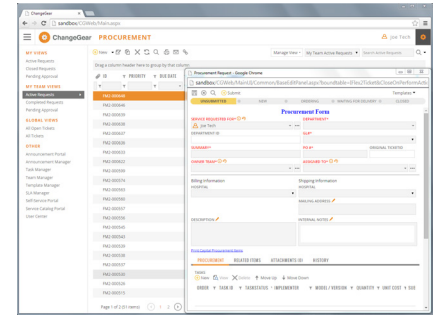
ChangeGear has established itself as one of the most flexible and customizable ITSM applications on the market. That flexibility has translated into the way we design our Process Modules. You are not limited to ITIL best practices, or even IT related processes. Ultimately, if you can think of a process-based initiative your company would like to capture, track and manage more efficiently, a Custom Process Module is a great solution. Here are some of our most common requests:

- Project Management
- Human Resources: New Hire Process
- Access Management
- Purchasing
- Facilities Management

All of these and more are possible without custom development.

Accelerating Implementation with Process Templates

SunView Software is committed to being a valued partner, and our goal is to expand the value that you receive from your ChangeGear investment. The ChangeGear Service Desk Platform and Process Modules enable you to quickly deliver exceptional value to line-of-business organizations across the enterprise. Our Professional Services team has created several prebuilt Process Module Templates, including HR, Project Management, and Procurement, which can be quickly deployed in order to enhance your ChangeGear solution. And with the powerful drag-n-drop customization capabilities of ChangeGear, you can easily make changes to your new modules as needed.



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