

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 to business
- Deliver web-based Self-Service Portal
- Automate service requests
- Promote key services

Contact Us

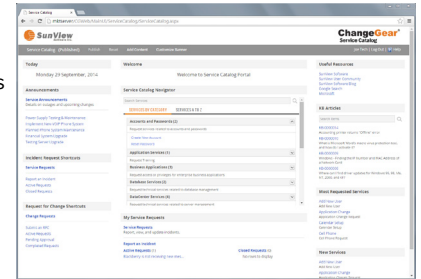
Phone: 800.390.4169
Sales: 813.840.4027
Email: Sales@SunViewSoftware.com
www.SunViewSoftware.com

Power Self-Service with Service Catalog

Implementing a Service Catalog enables your IT organization to increase value by communicating your IT service offerings in rich, descriptive business language in a centralized place. Efficient handling of service requests from the business is an important measure of IT effectiveness. IT needs a way to deliver the right information to the right person at the right time. Service Catalog Management software can help you define, publish, and automate all IT service requests within your organization.

With ChangeGear Service Catalog, IT organizations have an efficient way for their end-users to find available services, request services, report incidents, submit change requests, and leverage other critical resources to solve common problems immediately. Based on the IT Infrastructure Library (ITIL) best practices, ChangeGear allows IT organizations to:

- Quickly define and publish available IT services to business users
- Improve perception of IT by providing web-based access to a catalog of IT services
- Deliver role-based access to available services for employees, customers, and partners
- Automate service requests to reduce costs, streamline fulfillment, and increase user satisfaction



Service Catalog Manager

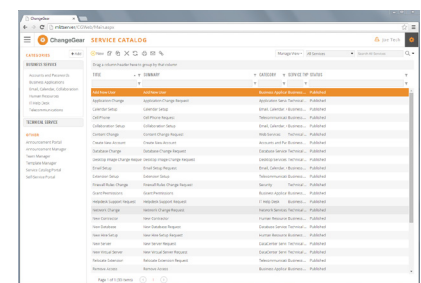
ChangeGear's Service Catalog offers a powerful and intuitive design tool, to quickly and easily model your service portfolio in line with the ITIL V3 best practices. Each service can be defined by description and with an unlimited number of attributes to describe your services. The modern design allows you to take full advantage of HTML to develop robust catalog entries to convey valuable information to requestors. For actionable service items, you can link automated workflows that include the use of custom forms, process, approvals, and templates to streamline the fulfillment process.

Service Catalog Navigator

The most used component of the service catalog is the interface to the end-users. With ChangeGear Service Catalog Portal, end-users will have access to the web-based Service Catalog Navigator that provides a searchable interface to all available services, including fulfillment descriptions, related documentation, SLA details, costs, and associated services. The Service Catalog is role-based so users will only see authorized service items (e.g. Technical Catalog view for IT Staff and Business Catalog view for business users). A published service catalog will engage and empower your customers by providing them with a window into your IT services where they can easily understand the services and offerings available to them and access valuable information on how to use or request the service.

Automated Service Request Fulfillment

Users request all services directly online using the intuitive portal, and then all service requests go through individually configurable routing, notification, and approval processes. Using ChangeGear's Dynamic Request Automation™, requests can be fulfilled efficiently, while ensuring appropriate levels of authorization and control. The initial request subsequently turns into an approved and documented order that helps reduce risk through governance and controls.



Customizable Service Catalog Portal Views

ChangeGear Service Catalog also allows you to customize views of your service catalog to support specific audiences. For example, you can create a customer catalog view or an employee catalog view so you can target groups of users by locations, roles, or relationships. The portal is fully customizable by the administrator and includes the ability to include your own banner, custom HTML web parts, and a number of pre-designed web parts.