

Why ChangeGear

- **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

- Improve visibility of IT resources
- Reduce operating costs
- Enable system consolidation
- Support strong IT controls
- Achieve Regulatory Compliance

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

Configuration Management Database (CMDB): Federated repository of IT resources that includes business services, hardware, software, users, documentation, and configuration. In addition to managing IT assets such as routers and servers, ChangeGear provides you the ability to easily add new 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.

Auto-Discovery: The ChangeGear Resource Discovery Expert (RDE) automatically discovers applications, servers, and network devices that are part of your virtual and physical IT infrastructure. ChangeGear's RDE allows you to discover using IP range, port range, and domain-based discovery. Using agentless and dynamic probing methods such as WMI, SNMP, and SSH, RDE provides you a 360-degree view into what network assets you possess and how they relate to each other.

Configuration Collectors Framework: RDE provides a comprehensive solution for collecting and managing the configuration details on your network devices and applications. Advanced probes can capture system details such as what software applications and processes are running, what ports are open, or other specific configuration information. Not only does RDE provide a number of collectors out of the box, but the RDE framework allows you to plug in your own custom collectors to meet your specific configuration management needs.

Business Service Mapping and Visualization: Once IT assets are discovered, RDE delivers unparalleled visibility into the IT infrastructure by providing visual mappings of CIs, their dependencies and relationships. Business services can then be mapped to the network assets to allow for assessing the impact of potential changes, troubleshooting, and root-cause analysis.

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 of unauthorized system changes and network access, and perform other system management activity.

Manage your physical and virtual assets

ChangeGear CMDB provides a comprehensive and integrated solution for collecting and managing IT assets, both physical and virtual. With built-in auto-discovery and auditing capabilities, ChangeGear CMDB enhances the IT organization's ability to track and manage IT assets and CIs in a single integrated solution. This integrated solution gives IT organizations greater control of IT assets throughout their operational lifecycles and the cost savings associated with managing one application, as opposed to multiple systems.



Key Features

ITIL Processes

- Configuration Management (CMDB)

Automation

- Business Policy Automation
- Advanced Group Security
- Automated Notifications and Alerts
- Business Service Mapping & Visualization
- Automated Network Discovery
- Configuration Auditing

Collaboration

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

Extensibility

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

Benefit from change tracking

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.

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

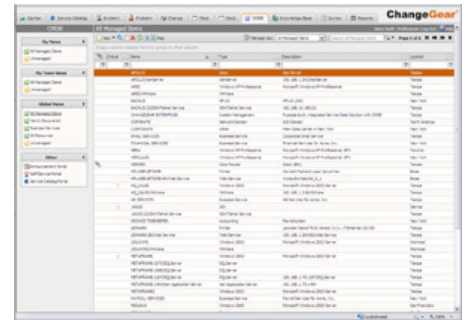
ChangeGear CMDB also maintains an audit trail of change activity allowing IT organizations to quickly access valuable historical information for modeling, troubleshooting, accounting, security and compliance purposes.

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:

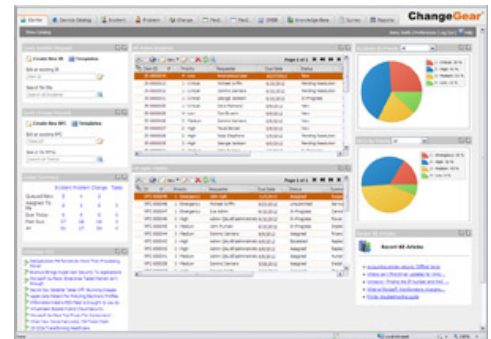
- Detailed accounting of IT infrastructure
- Historical record of system and application changes
- Control and management of existing gaps in financial processes
- Real-time and comprehensive compliance reports for auditors



Track and measure with key performance indicators

ChangeGear's Information Center (iCenter) is fully customizable and goes beyond the functionality of a regular dashboard. The iCenter 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. Customized reports can also be created by integrating with Crystal Reports or with ChangeGear's easy-to-use ad hoc reporting tool.



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.