

### Why ChangeGear

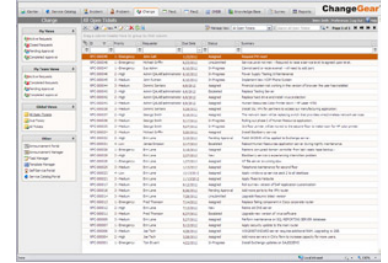
- **Simple-to-Deploy** - deploy in days, not months
- **Cost-Effective** - low total cost of ownership when compared with other enterprise ITSM solutions
- **Seamless Integration** - easily integrate with other systems or processes
- **Flexibility** - quickly adapt processes to meet your business needs 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

- Ease adoption of Change Management
- Achieve regulatory compliance
- Improve IT service availability
- Increase security controls
- Adopt ITIL® Best Practices

### Growing need for change control

The need for proper enterprise IT controls has never been greater and even though the need for IT control is growing, IT organizations are still required to do more with fewer resources. The increasing number of security breaches and proliferation of virtualization technology is accelerating the pace of IT change and it can be difficult to keep up with the constant change requests. In addition, most IT organizations are dealing with an increasing number of regulations that require a complex set of IT controls that can be audited. Because of this demanding business climate, it is vital that IT organizations find a way automate change management.



### Best-of-breed Change Management

The ChangeGear Change Management Module is an easy-to-use and simple-to-deploy solution giving IT organizations a central point of control over the entire change process. Designed with the IT Infrastructure Library (ITIL) best practices framework as a guiding principle, ChangeGear tightly integrates people, process, and technology to simplify and improve change efforts in complex and high-demand infrastructures. With ChangeGear you can rapidly introduce change with confidence because any change introduced into the IT infrastructure follows a regulated process.

### Ensure successful deployments and releases

By effectively planning and controlling how applications are deployed, IT organizations can minimize the negative impact of rolling out change into production environments. ChangeGear's Release Management workflow enables IT organizations to deploy applications, hardware components, and software updates reliably—avoiding potential unplanned downtime. Following ITIL best practices, ChangeGear reduces risk by centralizing control, increasing visibility, and automating manual tasks that can introduce error into the deployment process. The Release Management workflow streamlines planning, implementation, approvals, and communication for increased deployment reliability and overall deployment success.

### Understand the impact of change

An unplanned change during a peak demand period can instantly take down a service needed by hundreds or even thousands of users. ChangeGear's impact analysis and Resource Management tools help organizations identify potential disruptions by highlighting the number of users and groups dependent on resources and services. Equipped with complete user and resource dependency information, IT organizations can assess the risks associated with a change and plan for non-disruptive intervention.

### Simplify auditing and compliance

Regulatory compliance measures like SOX, GLBA, NERC, FISMA, HIPAA, and PCI place a heavy burden on IT organizations looking to provide stringent accounting of IT controls, processes, applications, and infrastructure.

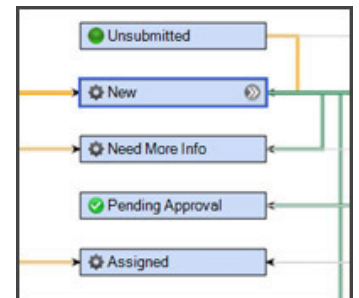
ChangeGear provides a valuable audit-trail for every change made to IT resources. Historical change auditing tracks significant events in each change lifecycle, and creates historical documentation for use during reporting, post-release review, troubleshooting, or rollback.

ChangeGear's robust reporting and auditing tools simplify regulatory compliance by providing:

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

### Track changes with a customizable workflow

Based on the ITIL best practices, ChangeGear's extensible workflow allows IT organizations to define and automate the way they want to work. ChangeGear's workflow enables you to manage and automate all aspects of the change lifecycle, from approving change requests and notifying stakeholders to analyzing the risk and impact of change to the IT infrastructure. Using the workflow editor tool, you can customize the workflow by modifying your own processes, defining the actions for each stage in the workflow, and setting notifications and alerts based on actions or workflow status. This enforces best practices, streamlines processes, and guarantees repeatable outcomes.



## Key Features

### ITIL Processes

- Change Management
- Release Management

### Automation

- Business Policy Automation
- Task Management
- Advanced Group Security
- Customizable Workflows
- Automated Notifications and Alerts
- Flexible Request Approvals
- IT Resource Management

### Collaboration

- Intuitive Web Interface
- Mobile Access to Workflow Actions
- Email Conversation Management
- Personalized Dashboard
- Historical Audit-Tracking
- Standard Reporting

### Extensibility

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

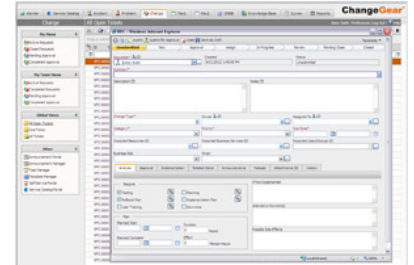
## Automate approvals and notifications

An IT organization relies heavily on human knowledge and skill to develop and maintain its infrastructure - creating a need for timely and effective communication among personnel. ChangeGear's customizable notification system automates communication by notifying team members at each stage in the change lifecycle: before, during, and after change. You can simplify communication by defining your own approval and notification structure. ChangeGear's customizable notification system automates communication by:

- Matching services and resources to owners
- Notifying key stakeholders at each stage in the change lifecycle
- Defining user roles to simplify communication and clarify responsibilities

## Change-enable your organization to improve adoption

Based on Microsoft's .NET platform, ChangeGear leverages Service Oriented Architecture (SOA) and Web Services to provide real-time integration between disparate systems. This feature allows you to change-enable your organization - meaning that you can plug a ChangeGear web part into any of your existing web-based applications or systems, so your users do not even have to log into ChangeGear to utilize the forms. Your users can easily launch a ChangeGear ticket from within another application, like email, with full workflow capabilities. This will save your users time, improve your adoption success, and streamline your IT processes.



## Ensure security and control

ChangeGear can help institute a formal risk management framework that puts some thoroughness around how IT measures, accepts, and manages risk, as well as provide reporting on what risk IT is managing. Because of ChangeGear's IT process automation, you can easily enforce internal workflows and processes. This ensures that the company process is followed, the correct approvals have taken place, and the necessary notifications or alerts have been received. Privileges to ChangeGear can be restricted and by enforcing user roles and team security - allowing you to remove or administer privileges on an individual user basis.

## Utilize tasks for a successful implementation

To help your IT organization manage successful change implementations, ChangeGear supports a project management functionality that allows for the delegation and assignment of tasks. Once the change request is approved, it can be assigned to the appropriate IT staff or team for implementation. ChangeGear supports multiple task assignments and notifications for those complex change projects. Project management details such as cost and labor can be documented for reporting purposes.

## Track key performance indicators

ChangeGear's iCenter is fully customizable and goes beyond the functionality of a normal dashboard. It provides staff with a way to access all pertinent information about IT Services and operations - supporting embedded services and applications from other third-party vendors. At a glance, you can quickly identify any problems or concerns. The iCenter provides:

- A view of active change requests
- Key performance indicators (KPI) for current change activity, performance, cost, and planning
- Quick access to change controls and infrastructure intelligence that simplify decision making

## Measure the effects of change

The work done by IT organizations often goes unnoticed - until problems occur. ChangeGear's metrics for success/failure and dollar cost of change give IT organizations valuable insight into the effectiveness of their change activities and the real dollar costs incurred per change request. Robust change reports detail all aspects of historical and current change activity in the organization: change status, cost, impacted resources, priority/category of change, and change by user or department.

ChangeGear provides a set of pre-defined reports out of the box, but you can easily create customized reports with the built-in ad hoc reporting tool. ChangeGear's reports give IT organizations the means to address and remedy ineffective change activities and show how their efforts are aligned with business objectives.

