

# ChangeGear® 4.5 Edition Matrix

Meeting Your Business Needs

	Feature	Express	Plus	Enterprise	Service Desk Suite
<b>Process</b>	Change Management	●	●	●	●
	Release Management		●	●	●
	Configuration Management (CMDB)			●	●
	Request Management			●	●
	Incident Management				●
	Problem Management				●
<b>Automation</b>	Resource Management	●	●	●	●
	Business Policy Automation	●	●	●	●
	Template Management	●	●	●	●
	Flexible Approvals	●	●	●	●
	Notifications & Alerts	●	●	●	●
	Task Management	●	●	●	●
	Workspace Personalization	●	●	●	●
	Email Ticket Creation	●	●	●	●
	Global View Management		●	●	●
	Configurable Workflows		●	●	●
	Group Security		●	●	●
	Dynamic Request Automation			●	●
	Configuration Auditing			●	●
	Automated Network Discovery			●	●
<b>Collaboration</b>	Standard Reporting	●	●	●	●
	Self-Service Portal	●	●	●	●
	Email Conversation Management	●	●	●	●
	Mobile Access		●	●	●
	Announcement Calendar		●	●	●
	Personalized Dashboard		●	●	●
	Business Service Mapping & Visualization			●	●
	Knowledge Management				●
	Survey Management				●
<b>Extensibility</b>	Web 2.0 .NET Architecture	●	●	●	●
	Directory Services Integration		●	●	●
	Web Services SDK		●	●	●
	Crystal Reporting		●	●	●
	Global Label Editing			●	●
	Forms Authoring			●	●
	Extensible Schema			●	●
	CMDB Extensibility			●	●
	Configuration Collector Framework			●	●
	Helpdesk Integration		Option	Option	

**Contact**

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