

ChangeGear™ Communicator

Plan. Publish. Track.

Key Benefits

- Improve organizational communication.
- Centralize communication management.
- Deliver time-critical information accurately.
- Increase visibility of change activities.
- Optimize communication processes.
- Lower operational costs.
- Enhance user satisfaction.

Overview

Effective communication between IT organizations and their user communities is critical for success. But keeping users informed of IT infrastructure changes is often a challenge. An effective communication strategy improves cooperation and collaboration and increases user satisfaction.

ChangeGear™ Communicator

Comprehensive and easy to use, ChangeGear Communicator enables IT organizations to plan, publish and track messages in real-time. With built-in customizable e-mail templates, review/approval process and workflow automation, ChangeGear Communicator helps IT organizations deliver information about IT changes to users and IT staff – keeping them informed of scheduled maintenance and preventing miscommunication

ChangeGear Communicator simplifies the communication process:

Planning

Identify an audience, automate the flow of messages and schedule message delivery at specific times or according to pre-defined events.

Publishing

Create messages easily for different audiences with customizable e-mail templates, automate the review process, and deliver messages via e-mail and/or web portal.

Tracking

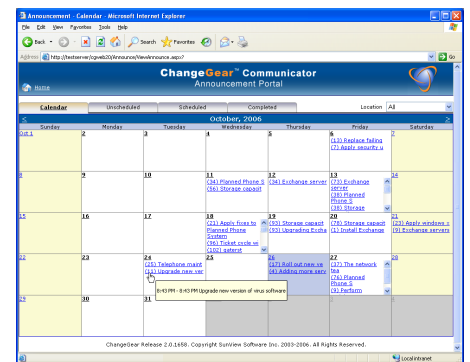
All communication records are automatically tracked and stored in a centralized repository – providing audit trails and future planning.

Establish communication strategies

With ChangeGear Communicator, IT organizations can plan and develop communication strategies to streamline how information is disseminated to specific audiences and delivered at pre-defined times. ChangeGear Communicator's Web-based integrated solution allows IT organizations to setup communication plans quickly and easily, delivering information to the right person at the right time.

- Set up a review process to ensure clarity and relevance of messages.

- Target delivery of custom messages to multi-level audiences.
- Schedule messages for automatic delivery prior to implementing changes. (e.g., notify users 24 hours prior to system change)

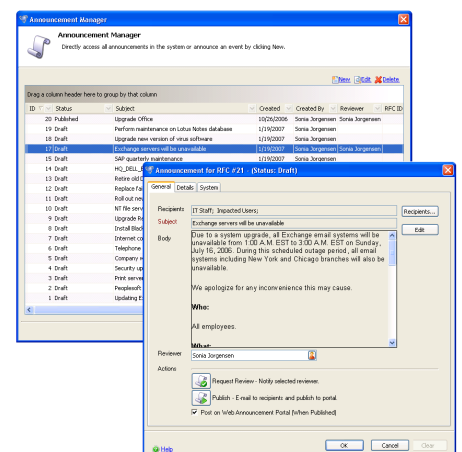


Announcement Portal

View real-time change activities

ChangeGear Communicator provides users and IT staff with up-to-date information about change activities through e-mail and a Web-based calendar. With centralized control and visibility, users can easily find relevant information about upcoming system changes.

- Provide visibility into change activities at-a-glance.
- View scheduled system maintenance from any location.
- Notify appropriate audience at specific time and location.



Announcement Manager

Simplify communication management

With built-in workflow and centralized management, ChangeGear Communicator automates the process of creating, reviewing and publishing messages - significantly reducing time and costs associated with manually managing communication. As a result, keeping users informed about IT change is simple and easy.

- Control delivery of messages based on business policies.
- Automate communication processes.
- Expedite creation and publication of messages.

About SunView Software

SunView Software is a leading provider of enterprise IT software that enables companies to better track, manage and control IT service management across the enterprise. Based on the ITIL best practices framework, the SunView ChangeGear™ product suite improves and streamlines the IT service management lifecycle. By automating the change and configuration management processes, companies gain greater visibility into their IT infrastructure, eliminate system downtime, reduce operational costs and ensure regulatory compliance. Based in Tampa, Florida, SunView Software is privately held. For more information, visit the company's web site at <http://www.sunviewsoftware.com>.



Communication Lifecycle

Key Features

- Real-time access to change activities.
- Rapid creation and publishing of announcements.
- Automated review and approval process.
- Multi-level announcement delivery.
- Automatic creation and delivery of messages at specific times.
- Built-in workflow automation.
- Calendar view of announcements.
- Automatic event management.
- Centralized communication management.
- Customizable e-mail templates.
- View all posted messages using a web portal.

Contact

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