

# ChangeGear® Express Edition

## Out-of-the-Box Change Management Solution

### Standardize change control processes

Most organizations have implemented some form of change management, although many still use homegrown, paper-based tools such as spreadsheets and email to track and manage their IT changes. While these methods are sufficient for tracking and notifying users about upcoming changes, they lack the critical elements for controlling and managing the entire change lifecycle. Often, the lack of a standardized change management process can result in inefficient business practices, regulatory compliance issues, and can compromise the quality of IT services.

### Simple-to-deploy, easy-to-use change management solution

ChangeGear Express is an easy-to-use, cost-effective solution that gives small IT organizations a standard change management solution at a low total cost of ownership. ChangeGear's processes are designed with the IT Infrastructure Library (ITIL) best practices framework as a guiding principle and the built-in automation ensures that the all changes follow a standard process. You can be up and running in hours with ChangeGear as the point of control for any change requests to your IT infrastructure. ChangeGear tightly integrates people, process, and technology to simplify and improve your change management processes.

### Enforce IT processes with a best practices workflow

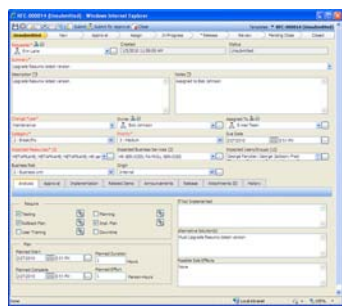
With a blend of technologies and best practices, organizations can achieve effective change management with rapid deployment, high user adoption, and minimal training, which leads to a quick return on investment and lower total cost of ownership.

ChangeGear's workflow is based on the IT Infrastructure Library (ITIL) framework out of the box and reinforces the best practices in your IT processes. To ensure flexibility and success, ITIL guides IT organizations in their efforts to improve service support and delivery, with change management representing a core component of its service support model.

ChangeGear routes each Request for Change (RFC) through a process designed to manage the entire change lifecycle: request, screen, authorize, implement, release, and review. This visual workflow and action toolbar makes it easy to know the current status and actions available for change requests. With ChangeGear, you ensure that any change introduced into the IT infrastructure follows a streamlined and regulated process.

Equipped with multi-level approvals and our Business Policy Automation tool, IT can:

- Enforce best practices throughout the change process.
- Provide stronger response times and guaranteed outcomes.
- Streamline performance for repeatable results.



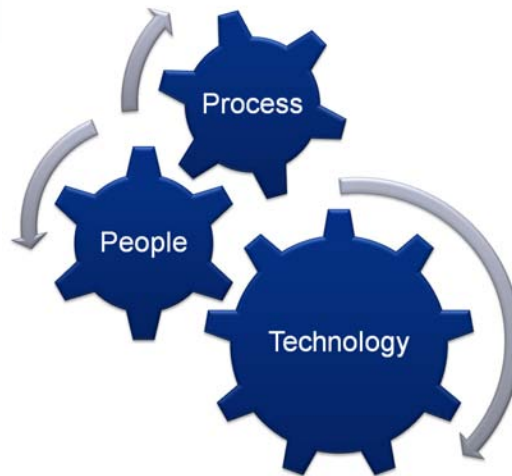
### Ensure the proper approvals take place

Because of ChangeGear's easy-to-use IT process automation, you can easily enforce internal processes and approvals to ensure that the correct approvals have taken place before a change to the infrastructure takes place. This ensures that the same process is followed every time a change is requested.

To help your approvers assess the risk and make an informed decision before approving, ChangeGear provides you with a way to document the change requirements and attach plans such as testing or rollback. If approvals are not made in a timely manner, you can automate notifications and escalations to ensure that the proper approvals take place and changes are completed on time.

### 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 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.



### 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
- **ITIL Alignment** - utilize ITIL-based processes out of the box for fast ROI

### Benefits

- Standardize Change Management
- Improve IT efficiency
- Execute Compliance Reporting

## Automate notifications to improve communication

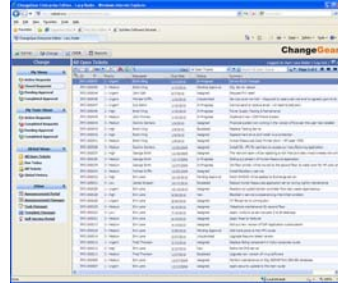
ChangeGear can automate the notification of relevant decision makers and team members at each step in the change lifecycle and promote communication before, during, and after change. This prevents under-communicated changes or after-the-fact discussions typical of unauthorized and unplanned change activities. Because of ChangeGear's email conversation management capability, you can automate most actions to take place directly from email – without users logging into ChangeGear. You can simplify communication by defining your own multi-tiered 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 clarify responsibilities.

## Improve the success of change

Nothing wastes time and money like changes that don't work. Throughout the change lifecycle, ChangeGear enforces managed change while eliminating ad hoc, unplanned change. The integration and balanced implementation of technology and process harnesses the efficiencies of infrastructure automation while building staff knowledge and skill. IT organizations adopting ChangeGear exert control over the IT infrastructure and add value to the enterprise as a solid, reliable business service.

ChangeGear logs and tracks the results of all changes to the infrastructure – this is information IT organizations can put to use when planning the next project. ChangeGear helps ensure a successful implementation while eliminating the inconvenience and expense of starting from scratch.



## Generate compliance and audit reports

A change log tracks all significant events in the change lifecycle, creating a historical record that can be referenced during the change lifecycle, post-release review, rollback, or for compliance with regulatory legislation such as SOX, GLB, NERC, FISMA, HIPAA or PCI. ChangeGear's 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.

## Upgrade for advanced ChangeGear features and functionality

Based on your organization's size and business requirements, ChangeGear has an edition that will meet your needs. As your change management needs mature you can easily upgrade the ChangeGear Express edition to get access to the advanced features or additional functionality you require. The version upgrade process does not require software re-installation – the upgrade is a simple license change and can be done in a matter of minutes.

ChangeGear Plus Edition	A best-of-breed Change Management solution for organizations who need the functionality of an enterprise-level solution for managing IT change. ChangeGear Plus can be seamlessly integrated with your existing helpdesk, system monitoring, or other critical IT systems. Very easy to deploy—additional features include enhanced workflows, advanced security, and much more.
ChangeGear Enterprise Edition	Our best-of breed Change Management solution combined with a seamlessly integrated Configuration Management Database (CMDB). This edition includes our Resource Discovery Expert for automated network asset discovery and many extensibility features that enable you to easily customize ChangeGear to meet you specific needs.
ChangeGear Service Desk Suite	A web-based IT Service Management solution for organizations who are looking for IT Service Desk software, as well as Change and Configuration Management. This solution includes Incident Management, Problem Management, and other service desk processes such as Knowledge and Survey Management.

## Key Features

### Processes

- Change Management

### Automation

- Business Policy Automation
- Standard ITIL-Based Workflow
- Automated Email Notifications and Alerts
- Flexible Request Approvals
- IT Resource Management
- Task Management

### Collaboration

- Intuitive Web 2.0 interface
- Email Conversation Management
- Historical Audit-Tracking
- Standard Reporting

### Contact

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