TOP 10
IT Service Management Software Vendors REVEALED
2012 Edition
Profiles of the Leading IT Service Management Software Vendors

For more information, visit
Business-Software.com/ITSM
About ITSM Software

In today’s highly competitive business climate, the role of technology in most enterprises underpins their success. An unexpected failure of a business critical server, or even an employee’s laptop computer or mobile device, can significantly impact employee productivity — and bottom line revenue. Quickly responding to employee service requests and proactively managing the IT infrastructure has become an increasingly important IT function, yet most organizations struggle with a limited IT Service Management (ITSM) toolset.

A fundamental requirement for reducing cost and improving quality of your IT service begins with controlling the number of incidents received and reducing the time it takes to successfully resolve these incidents. An increase in incidents can be attributed to complexity of the IT infrastructure.

Lack of infrastructure visibility and an increasing number of infrastructure changes are creating IT havoc. The service desk must be able to easily ascertain what assets they have, where they are and how they’re used. Amazingly, few organizations can admit to having a firm grip on this simple requirement.

Asset registry systems don’t deliver sufficient capability to capture the complex relationships between infrastructure components, and attempting to build an in-house Configuration Management Database has proven to be an unsuccessful undertaking. And then there’s the question of associating service incidents with a problem record, identifying known errors and root cause, ensuring that incidents and problems are resolved in a timely manner, scheduling and tracking necessary infrastructure changes, and validating that the IT infrastructure is updated to reflect these changes.

Every department these days is being forced to consider new areas of optimization, and IT is no exception. Not only will IT want to expand its ITSM toolset to introduce more automation and optimization, but it will want to consider lower cost service delivery channels such as Web and voice self service.
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Finding the right tools to support the end-to-end service lifecycle described above can be challenging and expensive. But with the right preparation, and armed with the best information, you can successfully identify and implement the right solution for your organization.

What is ITSM?
Information Technology Service Management (ITSM) is gaining increasing importance across today’s enterprise. Why? Because it’s primarily concerned with keeping the satisfaction of the customer squarely in focus. The customer may be an employee with a technology challenge or an external customer with a customer service issue. ITSM is process-oriented, from the beginning to the end of the organization’s product or service lifecycle.

And because ITSM is a process-focused solution designed to focus on the support needs of the customer, it has ties and common interests with key business process improvement movements and best practices industry practices, such as Total Quality Management (TQM), Six Sigma, and ITIL®. When the needs of the customer take first priority, the primary focus of ITSM is to provide a proven, effective framework to structure and align IT-related activities and the interactions of IT technical personnel with business customers and users.

ITSM has been traditionally concerned with providing “back office” support for employees regarding the hardware and software they rely on to perform their job function. For example, the computer systems and related software and network access required by the marketing staff must be accessible and functioning at a high performance level in order for this team to get their job done. All industries these days, but especially government, education, healthcare, financial, manufacturing, retail, and travel industries, have significant information technology systems which are mission or business critical to the success of the company on a daily basis, 24x7. In this respect, ITSM can be seen as something like an end-to-end, enterprise resource planning (ERP) discipline for IT.
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Key Benefits for Your Company
A good IT Service Management solution will help you automate routine processes, run IT like a business, establishing clear baselines for measuring performance and determining whether you’re meeting business goals and customer requirements. A comprehensive ITSM methodology that includes assessing the overall maturity of your ITSM function, developing an ITSM strategy blueprint, and validating current processes can yield tremendous benefits to your organization.

Once it’s in place, ITSM helps align higher-quality, cost-effective IT services more closely with overall business needs. Failing to align IT services with business needs decreases the productivity of IT staff and internal users, disrupts key revenue-generating applications such as transaction processing or e-commerce, and ultimately diminishes the customer experience. Businesses ignore the importance of a sound ITSM strategy at their own peril!

What Should I Consider When Evaluating ITSM Software?
Before you take a look at a new tool, or identify where your current tool is limiting your effectiveness, it’s crucial to really understand the various processes that your organization is adopting and pinpoint areas of weakness.

As an example, suppose the Finance department is generating an inordinate number of incidents pertaining to the corporate ERP system. Upon further research you determine that ad-hoc changes to the business intelligence application are happening too often, and the majority of these changes are being rolled back due to poor planning and execution. With constant demands for changes to critical business systems, it’s getting more and more critical that you put in some proper change management processes. On top of this, IT management is saying that the problem resolution reports don’t include relevant metrics. Furthermore, the service desk team is complaining that the user interface makes keying in data a cumbersome and time-consuming process. And, without any automation, performing tasks like incident routing and escalation are a manual process that just isn’t working.

As you evaluate these challenges, it’s important to rank them in order of business impact, attempting to quantify the annual cost and lost productivity or revenue.
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associated with each. In this hypothetical example, the IT team decides its first priority is
to gain a handle on infrastructure changes. Since it doesn’t have standardized Change
processes or a Change Management application, it begins a vendor search.

The IT Director begins by calling a friend that works for a niche Change Management
vendor. Upon further analysis, the director realizes that although this solution meets his
base level requirements to better track and manage the change management process
to his infrastructure, integration into his existing service desk solution will be costly.
Without an integrated solution, he would not be able to associate a change to the IT
asset in his Inventory Management database. He wouldn’t be able to easily determine
how many incidents and changes were associated to a particular asset class. And
his service desk team would not be able to easily generate a Request for Change
from a Problem record. With this solution, he could not solve all of his other related IT
problems and would be looking for another module from another vendor down the road.
You need a complete ITSM solution — one that has a full set of ITIL modules to manage
the full incident through resolution lifecycle without the high cost of integration between
multi-vendor solutions.

Furthermore, unless you have in-house ITIL expertise and resources assigned to
develop your best practices business processes, you should choose a vendor that
will also become a business partner — helping you design and build in best-practices
processes based on ITIL. When considering an ITSM software, here are things to
consider right at the outset:
* Is the software scalable?
* Is the software user interface role-based and easily configured to support different
  user group perspectives?
* Is the software extensible to integrate with other core 3rd party applications?
* Is the software customizable? Or must the vendors come in every time a small tweak
  is required?
* Does the software include business process automation that has drag and drop tools,
  wizards, debugging tools and reusable process libraries?
* Does the vendor have a robust portfolio of ITIL-compliant modules and include
  additional solutions that extend beyond core help desk functions such as Software
  Asset Management, Client Lifecycle Management, and Voice Self Service?
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Key Features of ITSM

Once you’re committed to going down the path to identify and implement an ITSM solution in your business, there are essential features to keep in mind. There are certain core ITSM capabilities that will allow your organization to meet the growing demands of today’s IT-based business requirements. The main ones include:

* **Incident Management**, including help desk best practices to easily categorize issues and automate workflow. A real-time, customizable dashboard capability is often built-in to the product.

* **Problem Management**, including processes for root-cause analysis that will help you minimize the impact of problems.

* **Change Management**, to ensure that you have and can manage standards and procedures for making changes and supporting your customers.

* **Release Management**, allowing you to design and implement procedures to distribute releases and communicate changes with your IT staff and customers.

* **Availability Management**, including a real-time dashboard to provide information on configuration and services availability.

* **Configuration Management**, helps you identify configuration items and provides reports on requests for change (RFCs). Ideally, you should be able to view the status of IT assets and their relationship to incidents in real-time.

* **Service Level Management**, which allows you to maintain and improve IT services through agreements with your customers. You also should have the ability to define and manage service catalogs.

* **Self Service Management**, allows your customers to view the status of their issues and submit new issues over the Web. This improves the overall operation of the service management department and enhances customer service.

* **Knowledge Management**, provides an important capability to your IT support staff and your customers. Support staff will be able to take advantage of solutions that are known to solve issues without researching them each time. Your customers should also be able to search for solutions over the web, which will reduce calls to the IT service desk.

**What to Look for When Choosing ITSM Software**

Today there is a whole new generation of software products that deliver the critical IT value that companies are looking for. Many have been “purpose built” to “deliver the
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capabilities required to operate as a service provider integrated into the enterprise or mission value chain. Some of the larger software companies have banded together to establish a configuration management database (CMDB) standard that will enable various point solutions to be integrated into this evolving ITSM software architecture.

But, are they right for YOU? Here are some time-tested, easy-to-follow steps when selecting ITSM software solutions.

Analyze Your Needs
While this may seem obvious at first, experts say they've lost count of the number of IT shops they've worked with over the years that started with a product search as opposed to a clearly defined need. This normally goes hand-in-hand with "doing ITIL" without understanding their current capability or a desired end-state of the ITSM processes in mind. A needs analysis is fundamental, and addresses the definition of the goals and objectives to be achieved as the result of acquiring new software. It's critical that any needs analysis should be conducted in parallel with an IT Service Management process maturity assessment.

Specify Your Requirements
Specifying requirements means more than just writing down selected features from the vendors' marketing material. Your requirements are your requirements and should reflect what the product must do to enable the process that you either have or wish to have. Among the deliverables of your process design or redesign phase of a process implementation program should be a requirements definition.

Identify Suppliers
Before you start looking for suppliers, your organization should determine its appetite for risk. Factors to consider include your current vendor (if you have one), ability to integrate products from several vendors vs. a single-vendor product suite. It’s important to remember: “Some assembly is required.” The scope of that assembly is where risks need to be assessed.

The industry is moving away from integrating best of breed point solutions obtained from a set of different vendors. In today’s risk adverse environment, it is more cost-effective in the long term to select a vendor that has a breadth of offering to support
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your long term roadmap. And, if you have an aggressive maturity path, you will want to consider vendor size, longevity in the industry, and financial strength, which is an indicator of its ability to continue to build or buy new modules to stay ahead of your long term requirements. Vendor consolidation in the technology sector is a current trend, and you will be better suited working with a vendor that is not going to go through a challenging acquisition which could derail their customer focus. If you want a “one-size-fits-all” solution, then your risks are associated with product limitations ("best practices" are defined by the vendor’s product limitations).

Do Your Own Research
The due diligence you put into research will directly impact the quality of your product decision. There is no substitute for hands-on research. It is also valuable to understand each vendor’s thought leadership expertise. So, do some research and understand the ITSM vendor landscape so that you can make an informed decision.

Kick the Tires
If a test drive of an ITSM solution is possible, that’s great. This is where you get into some level of detail in the actual evaluation of the product. If you have a detailed requirements list, you can drill down to the necessary level of detail to determine the product’s actual capability to meet your requirements. You should be able to clearly identify what works the way you want it to work, and what can be “configured” to work the way you want it to work.

Bottom line: Selecting the right ITSM solution for your business is up to you, not the software companies, to do the work necessary to understand your needs, articulate your requirements, understand your appetite for risk, qualify prospective vendors, validate the product’s capability to meet your requirements, and validate your selection/recommendation with others in the IT Service Management practitioner community.

Top ITSM Vendors
You have many options when choosing a ITSM solution. To make it a bit easier, we’ve featured some of the leading IT Service Management solutions in this paper. Review these vendors, and you’ll be well on the way to finding the right ITSM software for your business.
HIGHLIGHTS
* SD Times 100 Award, American Business Awards 2007 Finalist, Customer Integration Solutions - Product of the Year - 2006.
* Integrates IT services, service desk, operations and development.
* Scalable, distributed service teams.
* Offers a free 30-day evaluation.

OWNERSHIP: Private
HEADQUARTERS: Lafayette, CA
ITSM PRODUCTS: * TechExcel ServiceWise

FOUNDED: 1995
DELIVERY MODEL: On-Premise


SELECT CUSTOMERS:
First American, The Vantra Group, Sanmina Corporation, Fujitsu Software, Palomar.
TechExcel

TechExcel’s Service and Support Management solutions provide enterprises with total visibility and actionable intelligence for all service desk, asset management and CRM business processes. The fully integrated service desk solutions support ITIL best practice methodologies and deliver improved financial performance, increased management functionality and organizational alignment.

TechExcel ServiceWise is part of TechExcel Service Suite. TechExcel ServiceWise is a comprehensive help desk and IT service management solution designed to optimize every aspect of your service and support processes no matter how simple or complex your business processes may be.

With ServiceWise you are able to automate and streamline IT services and help desk activities with configurable workflow, process management, email notification and knowledge base. A powerful web portal facilitates self service, such as online incident submission, status checks, online conversations and intuitive knowledge base searches. ServiceWise gives your IT teams a single, integrated solution for: help desk incident management, problem escalation and analysis, IT change management, and optional holistic asset management and service level agreement modules.

By using point-and-click interfaces it can be easily configured and customized to suit your business needs. ServiceWise features include:
* Incident tracking and resolution
* Workflow-enabled email management
* Complete incident workflow
* Built-in reports and analysis
* Integrated asset management
* Employee Web Portal
* Fully customizable user interface
* Knowledge management

Founded in 1995 and headquartered in Lafayette, California, TechExcel maintains over 1,500 customers in more than 42 countries worldwide.
HIGHLIGHTS
* Leading Provider of IT Software solutions focusing on Service Management, Help Desk, and Infrastructure Management.
* Offers complete and proven IT and customer facing solutions for mid-sized and growing businesses.
* Market leading R&D investments.
* Advanced voice capabilities.

OWNERSHIP:
Private

HEADQUARTERS:
Pleasanton, CA

ITSM SOLUTION:
* FrontRange ITSM

FOUNDED:
1989

DELIVERY MODEL:
On Premise
Saas
Hybrid

CUSTOMER FOCUS:
Small and mid-size businesses. FrontRange is an international company with customers across the globe, including 14,000 Help Desk, Service Management and Infrastructure Management customers and 130,000 CRM customers.

SELECT CUSTOMERS:
Brinks, Applebee's, Cara, Mercentil, Boeing, City of Sydney, OpenText, Allianz, DaimlerChrysler, De Beers, Roche, Bayer, Siemens, Novartis, Wrigley's, AIG, AXA, Kohler, Kaiser Permanente, Dell, Ecolab, Petco, OfficeMax, Sarasota County.
About FrontRange

Founded in 1989, FrontRange Solutions USA is a leading international provider of Service Management, Infrastructure Management and CRM solutions that have been used by more than 130,000 companies and nearly 1.7 million users in 50 countries to automate and manage IT services and customer-facing initiatives.

FrontRange covers the full service support spectrum with completely integrated help desk, service desk, service management and infrastructure management solution suites.

FrontRange ITSM is FrontRange’s next-generation global service management solution, the most comprehensive out-of-the-box ITIL®-compliant solution for mid and distributed enterprises. FrontRange ITSM includes nine ITIL® best practices modules: Incident, Problem, Change, Configuration, Release and Availability Management, along with Service Level Management, Knowledge Management, Inventory Management, Voice Communication Management and the CMDB. With FrontRange, Continual Service Improvement is a reality.

Considering a new model for business-aligned service management? FrontRange brings together the best in management practices with the best in technology. FrontRange sets the standard for customer support excellence with the combination of self service, advanced telephony tools, and Client lifecycle and IT workplace automation technology. No other ITSM solution gives you the breadth of functionality with the ease of configuration.

FrontRange Key Strengths

* FrontRange is the leading provider of IT software solutions focusing on Service Management, Help Desk, and Infrastructure Management ...as well as Customer Facing Solutions for Sales, Marketing and Customer Service.
* The broadest, most complete and proven IT and customer facing solutions for mid sized and growing businesses.
* Deliver best in class applications and integrated solutions on an advanced, open and scalable architecture.
* Market leading R&D investment drives innovation and protects customer investments.
About FrontRange

* Deliver advanced voice capabilities for increased automation and improved employee and customer communications.
* Fast to deploy product capabilities and combinations only available from FrontRange.
* Deliver automated scenarios that provide customers with unique benefits and value propositions.

FrontRange Technology
FrontRange offers customers on-premise and SaaS options.

FrontRange IT Service Management Suite
* Designed from its inception around ITIL.
* Provides transparency across the complete IT infrastructure.
* Enables service-centric management.
* The most comprehensive Single Point Of Contact user communication platform on the market.
* Provides a centralized solution for software optimization and change automation for the entire IT environment.
* Provides consolidated management analytics and comprehensive reporting.
* The FrontRange Foundation makes FrontRange ITSM extensible and scalable.

Why Customers Choose FrontRange ITSM?
* Quality of Service: comprehensive service lifecycle suite to deliver premium service to internal and external customers.
* Technology: leading-edge, open architecture, robust, scalable, cost-effective.
* Best Practices: built-in industry best practices - with the flexibility to customize for unique and changing business requirements.
* Integration: Seamless integration to other FrontRange solutions, adapters and connectors to third party solutions.
* Empowerment: empower end users and support teams with multi-channel communication platform.
* Value: high return on investment, lower total cost of ownership and competitive differentiation.
HIGHLIGHTS
* Broad suite of ITSM modules.
* Backed by a well-know, global, public company.
* Highly customizable.

OWNERSHIP: Public (NYSE: BMC)
HEADQUARTERS: Houston, TX
ITSM SOLUTIONS: * BMC Remedy IT Service Management

FOUNDED: Texas, 1980

CUSTOMER FOCUS:
The typical BMC customer is a large enterprise, institution, manufacturer or supplier confronted with the task of managing a highly complex and decentralized IT infrastructure.

SELECT CUSTOMERS:
Agfa-Gevaert Group, Dell, IPC Information, Leeds City Council, National Semiconductor Corporation, Johns Hopkins Bloomberg School of Public Health, University of Pittsburgh Medical Center, BlueCross BlueShield of Tennessee, Toyota Motorsport GmbH, Fujitsu.
About BMC

BMC Software, Inc (NYSE: BMC), is a leading provider of enterprise management solutions that empower companies to manage IT from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. BMC markets its products in four different categories.

Service Impact Management - tools for event management and IT service delivery. These products aim to relate the IT infrastructure to business services in order to improve the ability of IT organizations to solve problems and prioritize them within the context of the business.

IT Service Management - products in this category include Action Request System, Remedy Help Desk service support solutions (originally developed by Remedy Corporation) and Service Desk Express (formerly Magic), and BMC’s service delivery solutions such as BMC Event Manager and Enterprise Performance Assurance. BMC states that these products enable the delivery of IT services to various business functions.

Application Management - these products address users’ application environments. They operate regardless of platform or application and claim to reduce complexity and improve reliability.

IT Operations, Database and Infrastructure Management - these products interoperate with third-party enterprise management technologies. They include BMC’s Database Management, Security Management and Infrastructure Management solutions.

Founded in 1980, BMC Software is headquartered in Houston, Texas. The company serves Global 2000 companies confronted with the task of managing a highly complex, heterogeneous and decentralized IT environment. More than 15,000 customers, including 80% of Fortune 500 companies, rely on BMC Software to help manage their IT infrastructure.
About BMC

BMC Key Strengths

* Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit.

* BMC Remedy IT Service Management (ITSM) unifies service desk, incident, problem, change, asset life cycle, and service level management applications with a single configuration management database (CMDB), data model, workflow platform, and user interface.

* BMC Remedy Service Desk automates incident and problem management processes, enabling IT to respond quickly and efficiently to conditions that disrupt critical services. BMC Remedy Service Desk acts as a single point of contact for user requests, user-submitted incidents, and infrastructure-generated incidents. Its deep, flexible, best-practice ITIL workflows expedite the restoration of normal service, help prevent future events from adversely impacting business services, and improve IT staff efficiency.

* In addition to providing out-of-the-box automation of best practice processes, BMC also has a wealth of experience and resources to make your IT service management projects a success. Through BMC’s large ecosystem of BMC-ready systems integration and technology partners, as well as its own professional services and education programs, BMC can provide you with complete solutions. Whether you need ITIL training and certification, process or architectural design, implementation services, or complementary technologies, BMC has you covered.

BMC Technology

BMC’s technology is built on a single, central, shared data model. Unified service view across all functions and processes (through the BMC Atrium CMDB), as well as a unique, unified architecture (BMC Remedy AR System) means that there are no point-to-point integrations to maintain.
About BMC

BMC Remedy IT Service Management Suite

BMC Remedy Service Desk
* Enables IT to respond quickly and efficiently to conditions that disrupt critical services by automating incident and problem management processes, and acts as a single point of contact for user requests, user-submitted incidents, and infrastructure-generated incidents.
* Increases availability of business-critical systems by speeding incident and problem resolution.
* Routes requests to the right support. Reduces support call duration and volumes.
* Increases productivity for help desk agents, support staff, and users.
* Gives you the capability to identify root causes to eliminate recurring incidents.
* Tracks performance against service level agreements to ensure that commitments are met.
* Enables you to establish a common solution for heterogeneous global, regional, and local IT support organizations.
* Leverages a robust searchable knowledge base of common solutions, known errors, and workarounds.
* Seamlessly implements long-term solutions to known errors.
* Increases IT infrastructure availability.

BMC Remedy Change Management Application
* Increases the speed and consistency in which you implement changes, and minimizes business risk and disruption by delivering comprehensive policy, process management, and planning capabilities.
* Comes built directly on the BMC Atrium CMDB that can be continuously updated by the BMC Discovery Solution.
* Integrates with BMC Configuration Manager to create a closed-loop process that manages the RFC from initiation through implementation/verification.
* Offers built-in approval processes for change requests.
* Provides enforced task sequencing and serial task notification as each task in a request is completed.
* Offers out-of-the-box integrations with incident and problem management, service level management, asset management and other related BSM processes.
About BMC

*BMC Remedy Asset Management Application*

* Helps you lower IT costs, manage compliance, and improve your return on capital with an operational approach to life cycle, inventory, contract, and cost controls of IT assets.

* Includes BMC Atrium CMDB to automatically reconcile and manage data about your deployed assets and their dependencies with business services.

* Natively shares workflows, data model, and CMDB with service desk, change, and SLM applications for control over how operations affect your assets.

* Integrates with change and configuration management to proactively reduce software license over-deployment.

* Offers contract management to automate linkages between assets and software license, lease, warranty, and support contracts to ensure compliance.

* Provides cost management to track total cost of ownership, chargebacks, and depreciation.

*BMC Service Level Management*

* Helps customers align crucial IT infrastructure and service support processes with the priorities of the business, and automates, monitors, and manages the entire range of service level agreement processes for commitments made between IT and the businesses or customers they support.

* Provides business services SLAs covering service support and infrastructure metrics.

* Enables you to pinpoint weak areas and take corrective action. Helps you to understand the impact to the business for missed service targets.

* Enables a ‘compliance at risk’ issue to follow standard ITIL® incident management processes to resolution.

* Allows you to view trends, spot problem areas, and minimize disruptions for key business services.

BMC Remedy ITSM applications are parts of integrated solutions that break through silos to accelerate your path to BSM value.
HIGHLIGHTS
* 100% web based
* Amazingly easy to use
* Flexible, competitive pricing
* ITIL best practices aligned
* 100,000's of users supported worldwide
* Best Of SaaS Showplace Winner 2010.
* BCS/Computing Gold Medal Winner - Service Supplier of the Year 2009

OWNERSHIP: Private
HEADQUARTERS: Redwood City, CA
PRODUCTS: Vivantio Service Desk

FOUNDED: 2003
DELIVERY MODEL: SaaS or On-Site

CUSTOMER FOCUS: Enterprise, Mid-Size, Small

SELECT CUSTOMERS: Ricardo, Toshiba, TIGI International, Zen Internet, Winchester University, Clerical Medical, GH Financials, WelcomSoftware, Ince Law, Arcadia Housing Group, AXA ICAS Group, Allegis Group
About Vivantio

Vivantio produces Vivantio Service Desk, an award-winning software solution for small to large service and support teams.

The flexibility and scalability of the software is reflected in a diverse customer base which includes government organizations, healthcare, corporate customers and 100’s of SME’s across numerous industries.

Vivantio was one of the first companies to develop a service desk application specifically designed to be delivered on-site or as software-as-a-service (SaaS), and is one of the most experienced service desk vendors in the SaaS market.

Vivantio was formed in 2003 and is now recognized as a pioneer in web-based customer service and support software. The company has operations in North America, Europe and Australia.

**Vivantio Key Features**

Vivantio Service Desk is feature-rich. These features can be enabled or disabled as appropriate for requirements. Below is an overview of Vivantio’s key features roughly based on the complexity of typical environments.

**Small**

* Modern, Intuitive Interface
* Dashboard
* Incident Management
* SLA Management
* Email Integration & Web Self Service

**Medium (features enabled in addition to the above)**

* Problem Management
* Client Management
* Powerful Reporting
* Customizable Web Self Service, Call Templates, Email Templates and Custom Fields
* Auto escalation of Incidents and Problems
About Vivantio

* PDA Access
* Knowledge Base and publishing articles to self service

**Enterprise (features enabled in addition to the above)**

* Sophisticated Graphical Change Management Workflows
* Promotion of Problems to Changes
* Report Builder
* SLA’s per Client
* Multiple Working Time Plans
* CMDB and integration with 3rd Party Tools
* ITIL Compatible and Supporting ISO20001
* Single Sign-On for Self Service
* Directory Services Connector

**Vivantio Technology**

100% web-based utilizing Microsoft .Net technologies
Software-as-a-Service (SaaS) or on-site.

**Vivantio Highlights**

* **Ease of Use**
  Vivantio offers industry leading ease of use, with a totally unique interface that packs in functionality and dramatically lowers training costs.

With the ability to enable only the features you need, Vivantio can be configured to suit all types of organizations, from individual professionals right up to 100+ seat multi-team enterprise systems, supporting thousands of end users. No matter what the size of team, the amazingly easy to use interface is quick to learn and elegantly scales to deliver the power and features needed.

* **Lower Implementation Time & Cost**
  Traditional service management solutions can take months to implement, Vivantio can be up and running in hours with a typical implementation taking only days, including configuration and training.
About Vivantio

Companies like DHL purchased Vivantio’s SaaS product more than 5 years ago. DHL needed to manage Incidents and Problems and to be fully operational within 3 days. Vivantio completed the project on time and on budget.

**Great Experience**

Industry leading SaaS solution with proven experience covering 5+ years and 1,000,000's of incidents logged. On-Site delivery also available.

With a single code base across all SaaS customers, bugs are proactively identified and fixed for everyone simultaneously. This dramatically improves user experience and reduces support costs.

Vivantio’s state-of-the-art high availability platform delivers consistent performance and an uptime of over 99.9%.

For organizations that need an excellent product with first class support, in a short timeframe, at a remarkable price, Vivantio delivers unbeatable experience.
HIGHLIGHTS
* CA is strong when it comes to migrating customers to new releases.
* Not suitable for extensive customization.
* Focus on building on current IT investments, not replacing them.

OWNERSHIP: Public (NYSE: CA)
HEADQUARTERS: Islandia, New York
ITSM SOLUTIONS: * CA IT Service Management

FOUNDED: New York, 1976

CUSTOMER FOCUS:
CA’s customer base encompasses small-to-mid sized businesses and large enterprises that span virtually all market sectors and industry segments -- more than 140 countries.

SELECT CUSTOMERS:
About Computer Associates International

Computer Associates International, Inc. (NYSE: CA), one of the world’s largest management software companies, delivers software and services across operations, security, storage, life cycle and service management to optimize the performance, reliability and efficiency of enterprise IT environments.

Founded in 1976, CA today is a global company with headquarters in the United States and 150 offices in more than 45 countries. The company serves more than 99% of Fortune 1000 companies, as well as government entities, educational institutions and thousands of other companies in diverse industries worldwide.

CA is driving its next level of growth through a four-part strategy of product development, leveraging partners, global expansion and strategic acquisitions—all with the goal of helping customers realize the full power of IT to drive their business.

Looking ahead, CA has more than 5,300 developers worldwide creating and delivering IT management software that keeps the company’s vision real. And CA looks to take its decades of experience solving complicated IT problems and developed practical paths for its customers to get from where they are today to where they want to be. CA calls this approach Enterprise IT Management (EITM)—its clear vision for the future of IT.

For CA, it involves how businesses can manage systems, networks, security, storage, applications and databases securely and dynamically. With CA's ITSM solution suite, companies can build on their IT investments, rather than replacing them, and they can do it at their own pace. That is the CA differentiator.
About Computer Associates International

Key Strengths

* CA Service Desk Manager provides the single point of contact for support within an organization and acts as a control point for governance initiatives. As the first line of response in mitigating service disruptions, CA Service Desk Manager aids in discovering the root cause of outages and initiating change management processes resulting in high quality, consistent service delivery. CA Service Desk Manager is the most versatile, comprehensive IT support solution available to help unify and simplify IT Service Management.

* CA Service Desk Manager is the core of enterprise IT support. CA Service Desk Manager unifies IT’s management of core business services, increases end-user productivity and raises customer satisfaction.

* CA Service Desk Manager is a versatile, comprehensive IT support solution that helps you build superior incident and problem management processes, simplify change management and increase visibility into the infrastructure. This solution also delivers extensive self-service capabilities that help you provide a higher quality of service to your organization while lowering costs.

* In addition, CA Service Desk Manager improves IT support management by providing you with the industry’s most complete ITIL® service desk product. It integrates incident, problem, change, CMDB, application dependency mapping, knowledge and remote support automation.

* What’s more, the CA Service Desk Management EITM solution provides the processes, education, and support to help your organization realize the maximum value from CA Service Desk Manager. CA can show you how to manage requests, incidents, problems, change and knowledge — with the requirements of the business foremost in mind.

Technology

For CA, it involves how businesses can manage systems, networks, security, storage, applications and databases securely and dynamically. With CA’s ITSM solution suite, companies can build on their IT investments, rather than replacing them, and they can do it at their own pace. That is the CA differentiator.
About Computer Associates International

Software Highlights

CA IT Service Management
* Provides advanced knowledge management for support, interactive online support, self-service and advanced root cause analysis as well as comprehensive reporting tools which inform the business.
* Integrates and extends many other IT solutions to unify and simplify IT Service Management.
* Provides audit trails for regulatory compliance and internal tracking and monitoring purposes.
* Lets you manage configuration items and relationships to gain better visibility into the IT infrastructure and ramifications of changes.
* Also delivers automated self-service that empowers end-users to click and fix their own issues and reduce incident burden on IT.
* Lets you capture and publish problem-solving knowledge to rapidly resolve or avoid incidents.

Change, Configuration and Release Management
* Offers metric driven change prioritization.
* Lets you plan according to business priorities and understand the time, cost/benefit and resource effects of change requests.
* Gives you the power to orchestrate change across IT.
* Gives you the ability to understand the impact of change on your business services, IT infrastructure and applications.
* Helps you predict the impact of unwanted changes.
* Ensures your recoverability, rolling-back changes in the event of release problems and non-standard configurations.

Service Desk Management
* Automates ITIL adoption.
* Lets you plan, adopt and implement ITIL best practices with support that automates the incident, problem and change management processes.
* Empowers end users to solve day-to-day problems with easy-to-use online self-help
* Reduces disruptions by automating incident, problem, knowledge and change management processes.
About Computer Associates International

**IT Asset Management**
* Helps you know what you have.
* Lets you create and maintain an accurate picture of your organization’s IT asset portfolio to optimize assets and mitigate risks.
* Helps reduce and eliminate excessive IT costs through effective vendor contract management and asset reconciliation.
* Gives you the ability to manage the financial aspects of IT assets, from budgeting and forecasting through retirement and disposal.

**IT Client Management**
* Gives you ability to obtain critical insight into your IT assets in order to optimize their usage and guide effective IT decision making.
* Gives you the power to streamline the efficiency and responsiveness of your IT organization by automating daily desktop operational processes.
* Lets you automatically deploy software updates and patches to ensure consistency and reliability of your IT environment.

**Service Level and Catalog Management**
* Simplifies the administration and management of your IT services to automate user and customer service requests and subscriptions.
* Enables process-driven service level management of your IT services provided to your business customers.
* Helps you understand the true costs of your IT services with a billing and reporting system based on actual usage and activities completed.
**HIGHLIGHTS**

* Complete IT help desk and IT service management solutions for cost-conscious organizations.
* Tight integration with PC Lifecycle Management for IT asset discovery, tracking and management.
* Designed to implement quickly and be reconfigured as needed without expensive consulting and complex programming.
* Flexible workflows adapt easily to automate functional service processes throughout the entire organization or enterprise.
* Enabling over 55,000 customer sites to operate more efficiently.

**OWNERSHIP:**
Private

**HEADQUARTERS:**
Tampa, FL

**ITSM PRODUCTS:**
* Numara Footprints

**FOUNDED:**
Florida, 1991

**CUSTOMER FOCUS:**
Mid-to-large sized organizations, with 30-350 agents on average.

**SELECT CUSTOMERS:**
About Numara

Founded in 1991, Numara Software, Inc., (formerly the Blue Ocean business unit of Intuit), is a global provider of service desk management solutions for IT and support professionals who need to simplify and gain control over their increasingly complex environments.

The company’s two flagship products, Numara Track-It! and Numara FootPrints, make it the service desk management leader in small to mid-sized enterprises, serving IT and support professionals at more than 50,000 customer sites worldwide.

As the most installed help desk and asset management solution in the world, Numara Track-It! has helped IT professionals at more than 45,000 customer sites track 14 million assets.

Numara FootPrints is the 100% web-based, ITIL compatible service desk software for help desk and customer support automation that puts control back into the hands of the support manager. FootPrints solutions have been implemented at more than 2,400 organizations worldwide to streamline and automate support operations for mid-sized organizations, departments in large organizations, and small organizations. The FootPrints software and services line has been in the market for 10 years.

Numara’s software is used by small-to-mid-sized enterprises (SME) ranging from 50-10,000 employees and 1-350 agents on average, requiring service desk management for internal and/or external customer support. The company also serves very large customers, with many more agents. The company’s focus is on the education, healthcare, financial services, manufacturing, government, legal, technology and retail industries.

The company’s software has received several awards. Numara Track-It! was awarded the “Best HelpDesk Software” and a “Reader’s Choice” recognition by Windows and Net Magazine.
About Numara

Key Strengths

* Numara Software is a global leader in providing software solutions for service management to IT professionals. Serving more than 50,000 customer sites worldwide, Numara understand the challenges that IT and support professionals face every day. Numara Software is dedicated to giving you the best customer experience, with the company and its products every step of the way – ensuring that you can give your customers the best experience.

* Whether you are just beginning to formalize your IT processes or are fully embracing ITIL V3 service lifecycle processes to align IT with your business, Numara FootPrints offers unmatched service management flexibility and painless implementation, without the overhead found with other solutions.

* Numara FootPrints offers the best value in the service management market - unparalleled flexibility and ease-of use combined with enterprise-level functionality at a mid-market cost of ownership. It can be quickly and easily tailored to your requirements as your business needs change and evolve. Unlike other costly and complex products, this highly configurable and scalable solution does not require any programming, deep technical expertise or long consulting engagements for installations, customizations or upgrades. With Numara FootPrints, you'll stay aligned with business requirements, the services you provide and customer demands.

* Numara FootPrints 9 supports ITIL V3 processes and is a certified toolset that has been verified by Pink Elephant through its PinkVERIFY Program. Numara FootPrints 9 has been assessed and verified for Incident, Problem, Change, Configuration, Service Catalog and Knowledge Management, along with Request Fulfillment.

* Numara FootPrints, the service desk management solution with unequaled time to productivity, puts control firmly in the hands of the support manager. 100% web-based and ITIL-compatible, the Numara FootPrints solution has been in the market since 1996 and has been implemented at more than 2,400 organizations worldwide.
About Numara

Technology
Numara FootPrints offers a web-based architecture, built-in templates and flexible workflow, all which contribute to reduced time and effort necessary to implement ITIL processes. It can be tailored to meet your business and IT needs quickly and easily and without programming. Lengthy consulting engagements or extensive technical skills are not required.

Software Features

Numara FootPrints provides optimal support for the following ITIL service lifecycle processes:

* Incident Management – Accelerates incident resolution with configurable forms and sophisticated workflow.
* Problem Management – Performs root-cause analysis to prevent incidents from reoccurring.
* Request Management - Optimizes service delivery by managing all service requests and related workflows with optimal effectiveness.
* Event Management - Monitors key systems with Numara Network Monitor and creates incidents automatically for significant events in Numara FootPrints.
* Service Asset and Configuration Management – Lets you discover assets with Numara Asset Manager and enhance your visibility of configuration item relationships with Numara FootPrints Configuration Management
* Change Management – Gives you the ability to automate unlimited approval workflows with full audit trail and secure e-mail approval with Numara FootPrints Change Management.
* Knowledge Management - Builds a robust knowledge base of rich solutions with FAQ categorization and knowledge authoring approvals.
* Release and Deploy Management – Lets you plan releases from approved changes with Numara FootPrints and deploy custom packages automatically with Numara Deploy.
**HIGHLIGHTS**

* Recognizable brand and a large global installed base.
* Extensive partner network.
* Well designed user interface.
* Architecture built from the ground up on the IT Infrastructure Library (ITIL) framework.

**OWNERSHIP:**
Public (DJI:IBM)

**HEADQUARTERS:**
Armonk, NY

**HELP DESK PRODUCTS:**
* IBM Tivoli Service Request Manager

**FOUNDED:**
New York, 1910

**CUSTOMER FOCUS:**
IBM’s clients include many different kinds of enterprises, from sole proprietorships to the world’s largest organizations, governments and companies representing every major industry and endeavor.

**SELECT CUSTOMERS:**
About IBM

World-class IT leader International Business Machines Corporation (IBM) develops and manufactures information technologies, including computer systems, software, networking systems, storage devices, and microelectronics worldwide. Its Global Technology Services segment offers IT infrastructure and business process services, such as strategic outsourcing, business transformation outsourcing, integrated technology, and maintenance.

The company’s Global Business Services segment provides professional services and application outsourcing services, including consulting and systems integration and application management. Its Systems and Technology segment offers computing and storage solutions, including servers, disk and tape storage systems and software, semiconductor technology and products, packaging solutions, engineering and technology services, and retail store solutions.

IBM’s Software segment primarily offers middleware and operating systems software comprising information management software for database, content management, and information integration; lotus software for collaboration, messaging, and social networking; rational software, a process automation tool; Tivoli software for infrastructure management, including security and storage management; Websphere software for Web-enabled applications; and product lifecycle management software. The company’s Global Financing segment provides commercial financing to dealers and remarketers of IT products; lease and loan financing to external and internal clients; and sale and lease of used equipment.

IBM serves banking, insurance, education, government, healthcare, life sciences, aerospace and defense, automotive, chemical and petroleum, electronics, distribution, and communication markets. The company was founded in 1910 as Computing-Tabulating-Recording Company and changed its name to International Business Machines Corporation in 1924. IBM is based in Armonk, New York.
About IBM

Key Strengths

* IBM service request and asset management solutions help IT integrate incident, problem, change and release management. Two key components of these solutions — IBM Tivoli Service Request Manager and IBM Tivoli Asset Management for IT — give IT organizations a common platform for bringing people, processes and technology together to help optimize service support and asset management.

* Tivoli Service Request Manager and Tivoli Asset Management for IT utilize the Tivoli Process Automation Platform, an open standards–based, Web-architected Java EE platform that helps maximize reliability, increase access to third-party software and widen the pool of personnel who can customize and maintain your service management system.

* When Tivoli Asset Management for IT draws on service desk information collected by Tivoli Service Request Manager, you can have greater visibility into the frequency and nature of IT asset incidents and failures. Having a common platform for service desk and IT asset management helps reduce costs and derive greater value from your IT investments.

* With an architecture built from the ground up on the IT Infrastructure Library® (ITIL®) framework, Tivoli Service Request Manager and Tivoli Asset Management for IT support key processes throughout your organization. The solutions include mature work management processes and support for proactive work activities.

Technology

Part of a unified, shared architecture, the offerings use the IBM Tivoli Process Automation Platform, which provides a single user interface, data layer and workflow engine to help coordinate the service desk and IT asset management functions.

The IBM ITSM software solution uses advanced business process management based on service oriented architecture (SOA), Web services and extensible markup language (XML). Built-in configuration tools give you a drag-and-drop interface to help simplify the process of making changes. No custom coding is required, and when IBM offers future upgrades, you can retain your configurations. This advanced service request and asset management solution enables adaptation, configuration, rapid deployment, robust scalability and deep integration with enterprise applications.
About IBM

Software Features

* Supports the prioritization of fixing the end user’s problem over root cause analysis.
* Allows work order fields to be pre-populated with information found in the service request.
* Provides an easy-to-access, user interface to submit tickets, view updates and search solutions.
* Provides quick access to solutions for specific service requests.
* Efficiently processes inbound emails into service requests.
* Provides a web-architected platform built on J2EE with advanced business process management, based on SOA, web services and XML.
* Allows users to quickly and easily make changes to their workspace, user interface, workflows, reports and more.
* Separates customizations from the code itself.

Service Catalog

* Provides users information about what services are available to them.
* Provides quick access to service offerings.
* Associates cost to your IT service offerings.
* Service catalog entries can be provided based on a group or business unit.
* Provides simple maintenance of complex catalogs.
* Provides templates for common service items.
* Provides job plan templates that eliminate the need to enter the same information every time you create a work order for similar work.
HIGHLIGHTS

* Epicor ITSM is ITIL compatible and has been certified by Pink Elephant
* Built on the Microsoft® .NET platform
* Easy to Customize
* Over 20,000 customers in over 140 countries

OWNERSHIP:
Public (NASDAQ: EPIC)

HEADQUARTERS:
Irvine, CA

HELP DESK PRODUCTS:
* Epicor ITSM

FOUNDED:
1984

DELIVERY MODEL:
On-Premise Software

CUSTOMER FOCUS:
Midmarket companies and divisions of the Global 1000

SELECT CUSTOMERS:
Joint Service International, The Dutch Railway, Physician Sales and Service

PRICE:
Not published.
About Epicor ITSM

Epicor is a global business solutions provider in the midmarket serving over 20,000 customers in over 140 countries with software solutions that support over 30 languages. With more than 20 years of operating history and innovation, Epicor delivers comprehensive enterprise software solutions with a sophistication and maturity that competes with tier-one vendors, but at a fraction of the cost.

Epicor ITSM provides a robust set of service management features that provide support for the key IT processes outlined by the Information Technology Infrastructure Library (ITIL) and has been certified by Pink Elephant, a leading IT service management education and consulting provider, as ITIL Compatible in five key service management areas:

* Incident management
* Problem management
* Change management
* Configuration management
* Service level management

Easy to Use

Epicor ITSM is a ‘smart client’ application which uses the Internet for communicating with Web services. ITSM provides a familiar user interface and a navigation paradigm which is easy to learn and use. Thanks to the powerful search functions you can find specific data quickly and easily, while visual cues clearly show the user the status of certain information. In addition, ITSM supports the attachment of files or web links to practically every record.

Easy to Customize

Epicor ITSM is fully customizable and as such it works in the way your company works, and not the other way round. Using the configuration options you can quickly adjust the solution to meet your needs, without changing even one line of code. And using the custom attribute capability, you can add custom fields to forms within the application.
About Epicor ITSM

In addition, ITSM boasts a complete SDK (software development kit), which uses Visual Studio® .NET, for modifying existing screens and business rules. Using the SDK you can develop new ITSM functions by using the information in the Epicor ITSM form and Web services templates.

Built with .NET

Epicor ITSM is completely built on the Microsoft® .NET platform. It is designed for access via the Web, and as such can be installed at a central location while allowing access to users from all over the world. ITSM is specifically designed for use with Microsoft SQL Server, and is extremely reliable and scalable. Whether yours is a small service desk for local management or a large service desk within an international company, you can configure and customize ITSM to suit your needs.

Epicor Software Corporation has long been a recognized leader in building world-class applications. Epicor ITSM is no exception. Targeted at mid-sized IT departments, Epicor ITSM provides a rich set of features enabling new levels of IT Service Management.
HIGHLIGHTS
* Known for smooth implementation and configuration.
* Backed by the strength of publicly traded EMC.
* Independently verified to the highest level of ITIL service support by Pink Elephant.
* 100% web-based solution.

OWNERSHIP: Public (NYSE: EMC)
HEADQUARTERS: Hopkinton, Massachusetts
ITSM SOLUTIONS: * EMC ITIL Service Management

FOUNDATION: Massachusetts, 1979

CUSTOMER FOCUS:
Infra helps mid-sized market organizations to large global enterprises effectively manage their service management and help desk requirements.

SELECT CUSTOMERS:
About EMC Infra

EMC Corporation is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information.

In March, 2008 EMC acquired Infra, a privately held supplier of Web-based IT service desk automation software, for an undisclosed sum. This acquisition further solidifies EMC’s “Closed Loop Service Orchestration” strategy, designed to automate data center operations and return visibility and control to IT management.

Infra Corporation Pty Limited is the international developer of infraEnterprise, a 100 percent Web solution that automates IT Service Management processes. infraEnterprise supports industry best practice methodology such as ITIL and KCS (Knowledge-Centered Support) and delivers the best upfront and ongoing value for comparative depth of functionality.

Established in 1991, EMC’s Infra subsidiary has regional head offices in the UK, North America and Australia and a worldwide network of partners and distributors.
About EMC Infra

Key Strengths

* Developed on the foundations of ITIL best practice, EMC's Process Automation suite delivers end-to-end IT Service Management, visibility and control by enabling and improving the Service Desk function, service-centric CMDB and CMS population and federation, as well as key processes related to workflow, Incident, Problem, Event, Change, Configuration Management and ensuring IT compliance.

* EMC Infra has been independently verified to the highest level of ITIL service support by Pink Elephant - a guarantee that the application will fully support ITIL within an IT service environment. Comprehensive IT Service Management processes (including Incident, Problem, Change, Configuration, Release, Service Level and Availability Management) are fully integrated in the single Infra application, ensuring seamless workflow between processes.

* EMC Infra develops a 100% web-based solution - Infra - for automating IT Service Management processes throughout an enterprise, on a local or global scale. Built on industry best practice methodology, including ITIL and KCS (Knowledge Centered Support), Infra delivers the lowest total cost of ownership of comparative depth of functionality in the IT Service Management market.

* With a proven track record of implementation success in global enterprises across an international client base, Infra delivers the best upfront and ongoing value for comparative depth of functionality in the enterprise IT Service Management market.

Technology

Infra's unique entirely web-based architecture allows organizations to integrate their ITIL-based ITSM solution with all elements in their existing IT infrastructure. Infra can be accessed enterprise-wide anywhere, anytime, meaning that globally or geographically dispersed enterprises can draw from one knowledge source and one CMDB.
About EMC Infra

Software Highlights

EMC ITIL Service Management

Configuration Management
* Provides a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the versions of all Configuration Items (CIs) in existence.

Incident Management
* Fully integrated with the CMDB, allowing access critical configuration data in order to troubleshoot and resolve issues.
* Provides out-of-the-box integration with network discovery tools allows CMDB records to be updated in real-time, giving the most up to date information.
* Features a CMDB linking diagram, which depicts relationships and dependencies graphically. It also provides fault finding analysis and outage simulations within the diagram.

Problem Management
* Provides detailed search criteria to identify Incident trends that may point to underlying Problems which need to be addressed.
* Search criteria can be defined to allow Problem Managers to track improvements in identified issues and initiate proactive Problem Management, through trend analysis capabilities.
* Search results can be exported so that the data can be manipulated, as required, to identify and resolve Problems.

Change Management and Workflow
* Workflow development is carried out via a graphical user interface, in which tasks and approvals are dragged and dropped onto the Workflow screen, and connected with linkages to define the Workflow.
* In any Workflow template, sign-off can be requested from any number of approvers, at any point in the Workflow.
* Workflow Requests can also be initiated by authorized customers via the Web Portal.
* Color coding of tasks and approvals in an active Request is used to show how the Request is progressing.
About EMC Infra

Availability Management
* Maps outage events to a graphical linking diagram that visually displays the outages and their associated relationships with Configuration Items.
* Extensive performance monitoring provides visibility of outages within the environment. Results can be viewed both graphically and through reports for any tracked CMDB item.
* Alert mechanisms ensure that key stakeholders are notified when Availability commitments are under threat, thus providing sufficient time to remedy a failing service before Availability commitments are breached.

Release Management
* Can be fully integrated with Change Management and the CMDB. The Workflow functionality provides a high level of control over Changes made to the CM
* Intelligent integration with third party technologies enables the smooth coordination of major releases of hardware, software and associated documentation.
* Infra’s sophisticated Workflow technology is fully utilized by the Release Management module.
* The Infra Release Management Workflow allows automatic updates to be made to CMDB records, including updates to relationship linkage information between CIs.

Service Level Management
* Builds upon the ITIL service-centric view of IT infrastructure and allows users to see all the services linked to any CMDB item.
* Lets you assess the impact of an outage - the full impact upon both services and CMDB items.
* Gives you the ability to graphically review links between services and other CMDB items.
**HIGHLIGHTS**
* SunView Software is an industry leading software vendor with hundreds of enterprise customers
* ChangeGear provides your organization a Suite with the essential bundle of ITSM processes that every company needs in today’s rapidly changing environment, including: Service Catalog, Change Management, Incident Management, Problem Management, and Service Asset & Configuration Management
* ChangeGear is a web-based application with all of the cost and delivery benefits of SaaS and the security and flexibility of an on-premise solution

**OWNERSHIP:**
Private

**HEADQUARTERS:**
Tampa, FL

**FOUNDED:**
2003

**DELIVERY MODEL:**
On-Premise or Cloud-Based

**ITSM SOLUTIONS:**
* ChangeGear Enterprise Service Desk Edition
* ChangeGear Enterprise Change Edition
* ChangeGear Enterprise CMDB Edition

**CUSTOMER FOCUS:**
Mid-to-large sized organizations

**SELECT CUSTOMERS:**
Hundreds of enterprise customers in healthcare, manufacturing, finance, government, and education.
About SunView

SunView Software is revolutionizing the way IT organizations manage the accelerating pace of IT change for critical virtual and physical infrastructure across the enterprise. SunView’s solutions are designed to address the problem described by Gartner – “80% of unplanned downtime is caused by unauthorized changes to the infrastructure.” ChangeGear is an integrated platform for automating your organization’s IT service delivery best practices including solutions for service catalog, incident & problem management, change & release management, and service asset & configuration management.

Based on the ITIL best practices framework, SunView’s ChangeGear products automate and streamline IT processes. ChangeGear’s service-oriented architecture allows companies to easily integrate the change management process into other applications or systems, making it easier for IT staff to manage change and deliver cost efficient services to the organization. Our customers are seeing the results of having a great solution for enforcing IT controls - greater visibility into their IT infrastructure, improved system uptime, reduced operational costs, improved security and more productive employees.

Founded in 2003 by a seasoned executive management team from software firms including IBM, Citrix, Intuit, Quark, and Compuware, SunView brought together many years of hands-on experience developing enterprise software.

Today SunView Software offers world-class enterprise software that enables organization to automate IT service management best practices. Our proven solution is helping hundreds of customers to improve IT efficiency, increase security, and achieve compliance.

ChangeGear® Enterprise

ChangeGear is a comprehensive easy-to-use and simple-to-deploy solution that enables IT support staff to quickly and easily respond to customer requests. Designed using the IT Infrastructure Library (ITIL) best practices, ChangeGear features workflow automation, business process automation, automated approvals & notifications, and an integrated architecture.
About SunView

Incident and Problem Management - Fully-integrated service request management solution that enables IT organizations to effectively and efficiently resolve service requests - minimizing business disruptions, increasing customer satisfaction, and gaining competitive edge.
* Service Catalog or Self-Service Portal
* Searchable Knowledge Base
* Known Error Database tracking
* Task Management
* SLA Management
* Automated assignment and notifications

Change and Release Management - Out-of-the-box enterprise change control and release management solution that ensures all changes introduced into the IT infrastructure follow a regulated process - preventing unauthorized change, thereby eliminating potential system downtime.
* Built-in workflow automation
* Event-based notification
* Automated approval process
* Complete historical audit-trail

Service Asset and Configuration Management - 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. The ChangeGear Resource Discovery Expert (RDE) automatically discovers applications, servers, and network devices that are part of your virtual and physical IT infrastructure. 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.

SunView Highlights
* Easy to Use – intuitive Web 2.0 interface
* 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 – easily adapt processes to meet your business needs without coding
* ITIL Alignment - ITIL based processes out-of-the-box for fast ROI