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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

Founded:

2003

ITSM Solutions:

ChangeGear Enterprise
Service Desk Edition
ChangeGear Enterprise
Change Edition
ChangeGear Enterprise
CMDB Edition

Headquarters:

Tampa, FL

Delivery Model:

On-Premise or
Cloud-Based

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 arc

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