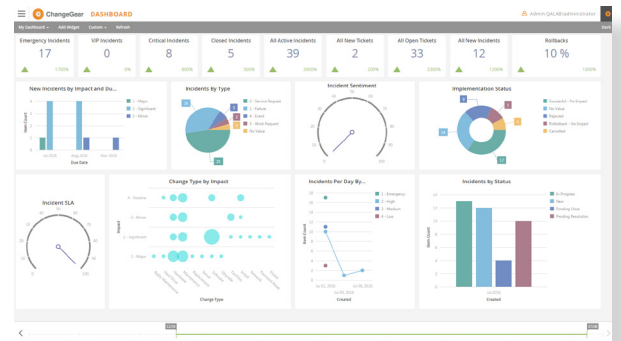


## Highly Efficient Service Management for Any Size Organization

The ChangeGear Service Desk Platform is your solution for delivering outstanding IT service management to the business – no matter the size! The web-based platform provides your organization with essential ITIL-based processes out-of-the-box, so you can immediately start using industry best practices for resolving requests, managing tickets and controlling IT services.

Go beyond simple help desk ticket processing and deliver a full ITSM suite that scales as your organization matures.

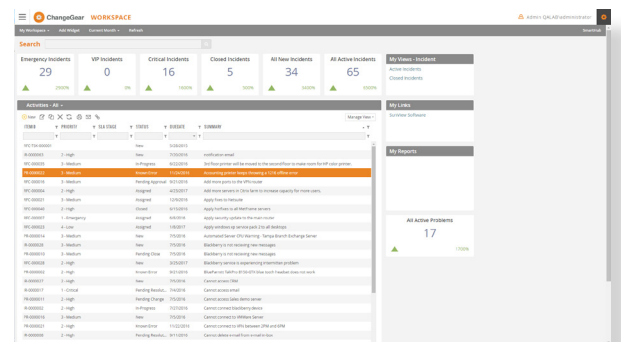
- Incident Management
- Problem Management
- Service Request Management
- Change & Release Management
- Knowledge Management
- Self-Service Portal



## Streamlined ITSM Experience

Built with the user in mind, your staff will be able to easily navigate modules, define workspaces, create reports, and more for a best-in-class user experience.

- Smooth, responsive HTML5 user interface
- Persona-based dashboards that deliver real-time metrics & KPIs
- Hundreds of widgets, scorecards & report templates out-of-the-box
- Unique workspace hub for prioritizing staff tickets & tasks



## Customize Without Coding

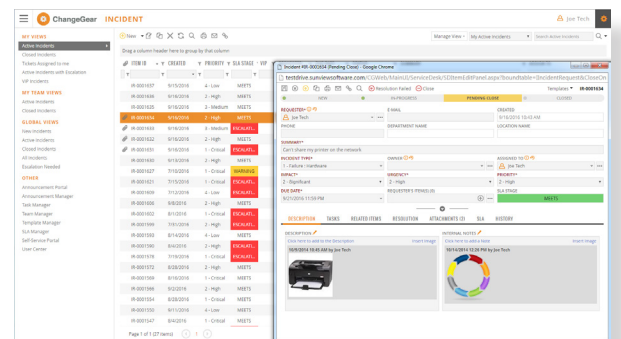
Flexibly conform to the needs of your business by enabling you to easily create, customize and configure processes, automations, workflows and more with simple form editor tools – no coding required!

- Customize ticket workflows and setup notifications & approval routing
- Create advanced automations for newly-defined business rules
- Fully configurable SLA management
- Integrate 3rd-party applications with RESTful API

## Best-Value Service Desk

ChangeGear Service Desk is one of the industry's best-value ITSM solution on the market.

- Cost-effective ITSM solution
- Flexible licensing (Named & Concurrent, Cloud or On-Premises)





**ChangeGear**<sup>®</sup>  
SERVICE DESK

## About SunView Software

Founded in 2003, SunView Software is a leading provider of IT Service Management software that helps companies build smarter, more responsive IT services environments. SunView's flexible and simple solutions enable companies to better deliver, service, and monitor IT services across the enterprise. SunView implements Change Management, Service Desk and IT Service Management solutions for enterprise organizations in all vertical industries. Now, SunView's Service Smart Technology is helping to create intelligence-driven IT departments, powered by advanced machine learning and automation – bringing together the best of human and machine to launch a new era of intelligent IT Service Management.

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