



ChangeGear®
BY SUNVIEW SOFTWARE

Service Smart Technology
Intelligent Features for Smarter Service Management

Leverage the power of Artificial Intelligence to deliver smarter and more efficient processes for ITSM.

ChangeGear is built with Service Smart Technology designed to process all of your service management data and proactively serve up real-time analysis, recommendations and automations.

Equip your staff with intelligent tools to make faster and more informed decisions.

“By 2019, IT service desks utilizing machine learning enhanced technologies will free up to 30% of support capacity.”

— Gartner.

Contact Us for a Demo



(813) 840 4027



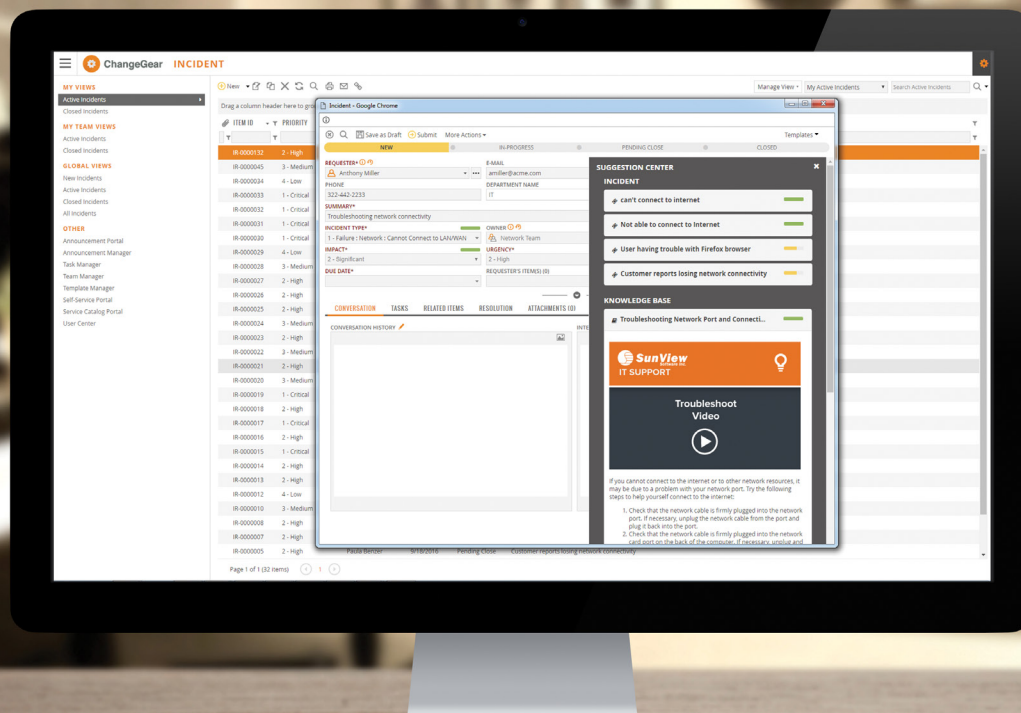
sales@sunviewsoftware.com



www.sunviewsoftware.com



SunView
Software Inc.



Deliver smarter IT Service Management for the modern digital workplace.



Take Confidence in Innovation

ChangeGear uses the latest innovations in machine learning and big data processing technology built on Apache Spark® for advanced automations and analytics.



Receive Smart Suggestions

Augment IT staff while working tickets with smart suggestions that can recommend an incident's solution before it's assigned.



Resolve Tickets Faster

ChangeGear intelligently anticipates incident data and auto-completes ticket fields the moment staff begin typing for faster and more accurate resolutions.



Keep End Users Informed

End users automatically receive emails informing them of both the progress time of their submitted tickets and links to possible solutions.



Always Assign to the Right People

IntellAssign takes the guesswork out of ticket routing and intelligently assigns tickets to staff members based on their workload and other criteria.



Empower Staff with Smarter Tools

Enable powerful automations and predictive analytic tools to promote an engaging, people-centric environment within your organization.



Augment Staff Decisions

Eliminate bottlenecks and ensure high-quality service delivery by facilitating faster, and better decision-making from your IT staff.



Get Immediate Feedback

ChangeGear's intelligent features work in real-time to keep up with the demands of staff users and support business agility.



A Platform That Learns

ChangeGear iteratively learns from your organizational data and gets smarter with each and every interaction on the service desk.

Contact Us for a Demo

 (813) 840 4027

 sales@sunviewsoftware.com

 www.sunviewsoftware.com

