

Success and change go hand in hand. However, implementing change is not always easy. Take into consideration the complexity of today's IT combined with the rate of technological change. Add to that the pressure to maintain agreed service levels for the critical IT services you provide for your users.

Change Management provides a proactive, automated and integrated approach to change control that minimizes business risks and promotes strategic planning.

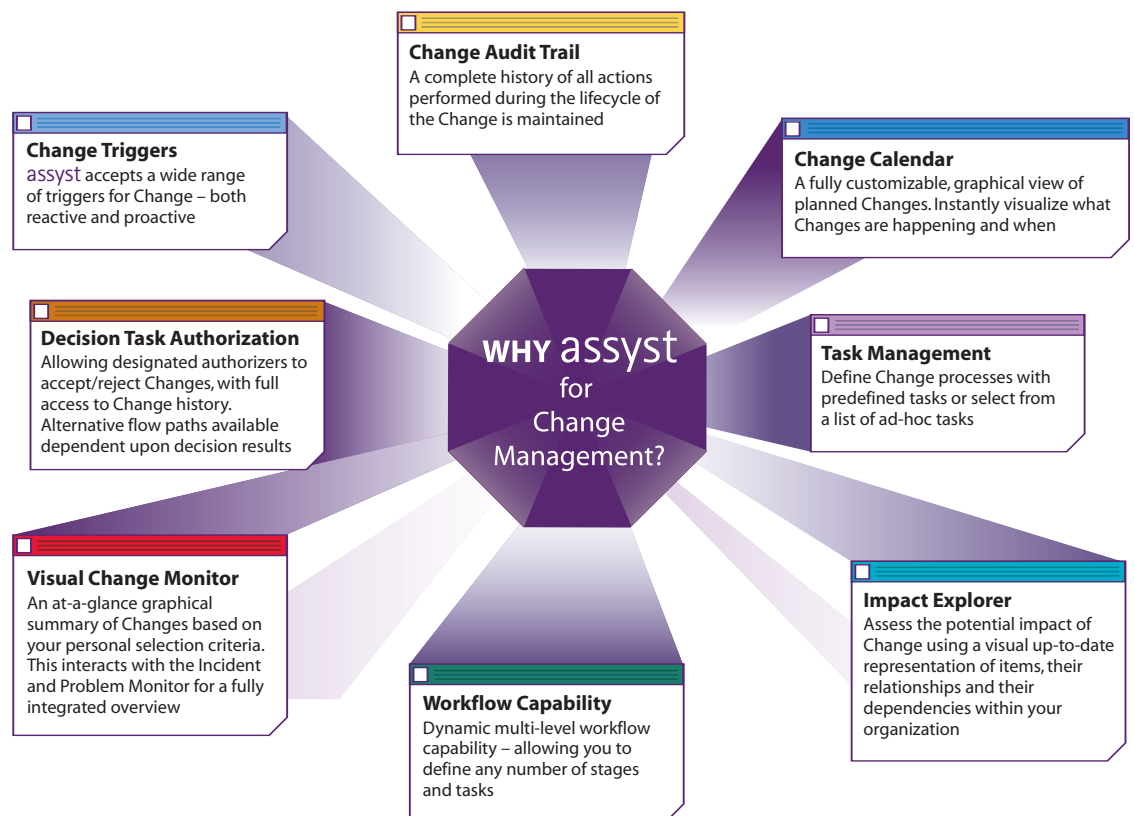
assyst is the solution to help you meet this challenge. With assyst Change Management, you can respond to your organization's rapidly changing business needs while at the same time dramatically reduce the risks and disruptions associated with IT changes.

Do change right with assyst.



assyst is a Help Desk & IT Service Management solution supporting all ITIL disciplines in a single integrated and out-of-the-box product. Placed at the hub of your IT operations, assyst brings an unprecedented level of consolidation and cohesiveness to your IT Service Management.

- **Dynamic User Interface**
A user-friendly and configurable interface, available in a number of deployment options
- **Management Information**
Advanced reporting capability offered through a combination of out-of-the-box reports and ad-hoc reporting
- **Seamless Process Flow**
Automatic link with associations to Incidents, Problems, Known Errors, Tasks and Changes
- **Enabling security and privacy**
Ability to segregate and target defined user groups

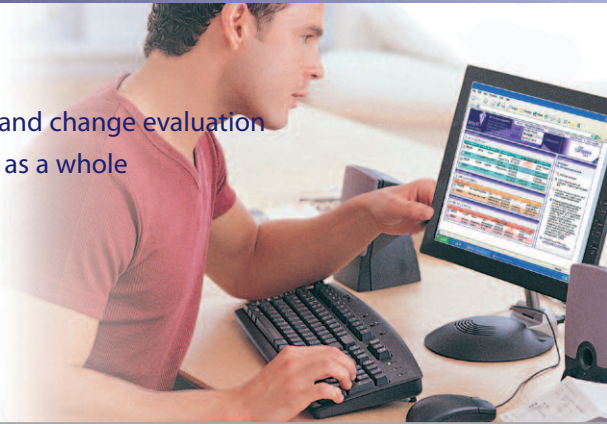


"Our biggest clients are moving towards ITIL so assyst was a logical choice."

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assyst for Change Management offers you the following benefits;

- ▶ Realistically assess impact of Changes on quality of service through risk and change evaluation
- ▶ Better visibility of Changes to both IT Support services and the business as a whole
- ▶ Increased Change success ratio via a controlled Change environment
- ▶ Reduced time cycle to implement Change
- ▶ All Changes progressed through a controlled and traceable path
- ▶ Increased confidence in IT Systems and Service Management
- ▶ Increased customer satisfaction



Rapid Deployment

assyst is a configurable solution that will satisfy all your IT Service Management needs right out-of-the-box, enabling you to get up and running quickly.

Axios Systems also provides a wide range of services to speed up your deployment process and help you get the most from your investment. Select from Consulting options including project scoping and analysis, technical consulting, training, product migration, and integration consulting. In addition, all Axios Systems staff are ITIL qualified to ensure a Best Practice implementation and ongoing support of your assyst solution.

Fully integrated Change Management

assyst offers unrivaled connectivity via a wide range of plug-in adaptors which enable assyst to interface to any external application.

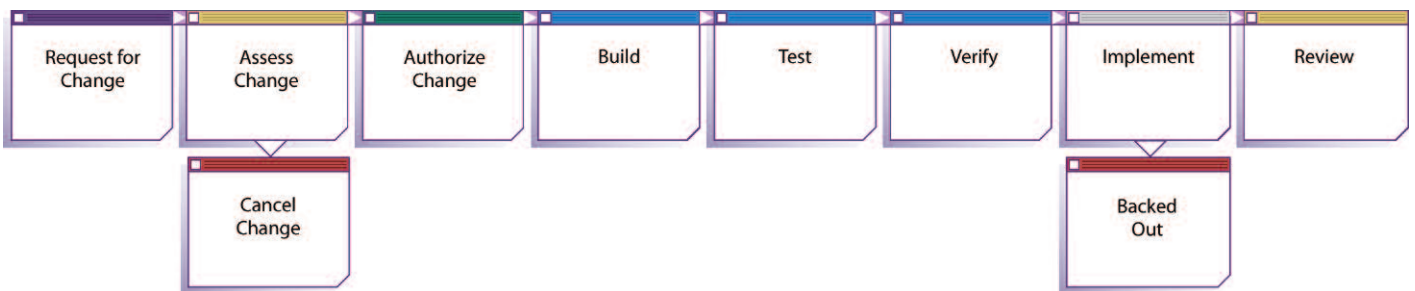
Attached Change processes detailing stages and tasks required

Building checkpoints to control the Change process and plan ahead

Full Change audit trail with date and time stamp

For example, assyst can interface with advanced asset and configuration management software giving you a vital insight into your IT infrastructure. By analyzing the assets and their relationships, assyst enables Change Managers to undertake informed impact analyses based on real-time and accurate data. Proposed Changes can be evaluated with confidence for minimum disruption and maximum success.

Typical Change Management Lifecycle



assyst and ITIL® (IT Infrastructure Library)

ITIL has developed into the most powerful and widely accepted set of guidelines for achieving Best Practice in IT Service Management. Comprised of a framework of successful approaches for achieving business success, ITIL helps organizations improve service delivery and reduce the cost of IT operations.

Axios Systems was the first Help Desk & IT Service Management software vendor to adopt the ITIL framework, and have pioneered assyst as the original ITIL solution.

assyst™

The world's most advanced ITIL - Help Desk & IT Service Management solution

for more information visit www.axiossystems.com or e-mail assyst@axiossystems.com

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