

theGuard!



Service

IT Process Optimization

To achieve their strategic business goals, companies require an effective IT organization. Therefore, IT performance has to be continuously measured, documented, analyzed, and systematically improved.

The integration of comprehensive business process management, coupled with user-friendly management of networks, systems, and applications, will deliver information that is tailored to individual user needs.

theGuard! Service Management Center is the ideal solution for businesses looking to operate their IT organization in compliance with ITIL guidelines and to monitor the associated business processes. The solution incorporates the following features:

- **Business process management**
- **System and network management**
- **Asset, inventory, and configuration management**
- **ITIL-compliant IT service management**

Modular system architecture for maximum flexibility

Structured Information through Business Maps

Business process management enables the comprehensive and structured visualization of business processes. Status information from the IT infrastructure and additional business-relevant process data (e.g. from ERP systems) are analyzed and visualized in real-time using rule-based status correlation features. Administrators can keep a close eye on networks, systems, applications, and processes via a single point of control.

Flexible Reporting for Enhanced Transparency

Meaningful reports are an effective means of documenting the delivery of services. Furthermore, they provide a sound basis for planning process enhancements. The cutting-edge functionality of theGuard! Service Management Center enables you to quickly and easily configure reports that cover your entire system landscape as well as your processes.

End-to-End Monitoring

In addition to monitoring the IT infrastructure using the system and network management, you can take advantage of the GUI Bot to look at any application from a user's perspective. Reference transactions are carried out periodically to collect and analyze data on the availability and utilization of the applications.

System and Network Management

For a full overview of the entire IT infrastructure, administrators require information on all of its IT components. With theGuard! NetworkManager, REALTECH has created a vendor-independent and highly flexible system and network management solution. It is the only software worldwide that is not only capable of automatically detecting the components of an IT infrastructure along with their physical and logical topology, but also of graphically representing the current status. The software's most distinguishing features are its compliance with ITIL, its user-friendliness, rapid implementation, and its capability to provide an end-to-end view of heterogeneous IT infrastructures.

Graphical User Interface for Windows and Web Applications

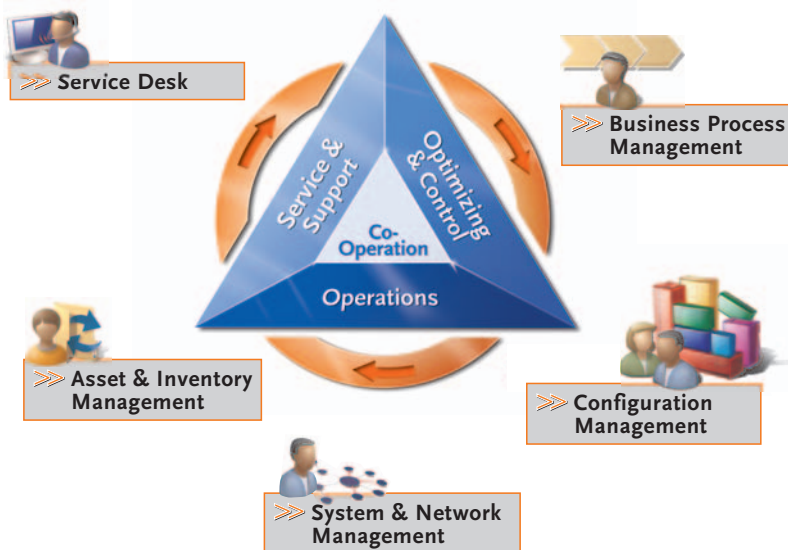
The graphical user interface allows for role-based views. Administrators are given additional features to support root cause analysis efforts. Users can use the built-in dashboards to easily determine the current status of a network or system landscape.

Asset, Inventory, and Configuration Management

As IT infrastructures are growing increasingly complex, so is the administrative overhead required to manage the individual components. Implementing IT asset or inventory management allows IT organizations to get the big picture. theGuard! Service Management Center detects all of your hardware and software components and adds them to the inventory.

Business Process Management (BPM)

Business process management is the synthesis of business service management (BSM) and IT service management (ITSM). Its objective is to harmonize the actual day-to-day business activities with those of the IT organization. To do so, it is essential to determine how business processes depend on the underlying IT services and how potential interruptions might affect them.



Management Center

The result is a comprehensive overview of the available applications and systems. This gives support employees the rapid access to technical and business-related data they need to handle service requests effectively. At the same time, IT officers benefit from concise reports on the respective system landscape.

Configuration Management – CMDB

Asset and inventory data provide the foundation for building a CMDB that is fully ITIL-compliant. Configuration items (CIs) allow for the structured management of the data. Incoming data is normalized in order to ensure comparability between different data sources. Desired configurations can be defined on the basis of CIs. Deviations from the current status can be quickly and reliably detected.

BPM: Role-based views to provide optimum support for your entire enterprise

ITIL-Compliant Service Management

The software component theGuard! ServiceDesk contains all the features that are essential to successful problem management and escalation of service and support requests as well as a knowledge base with a Web interface for support personnel, customers, or employees. The software delivers predefined problem and change management workflows to support you in introducing ITIL-compliant processes. Customizable workflows ensure unrivalled flexibility when it comes to defining IT processes. The software documents response and resolution times, and checks compliance with defined service levels. This allows for the sustainable optimization of a company's processes.

Single Point of Contact for SAP Users

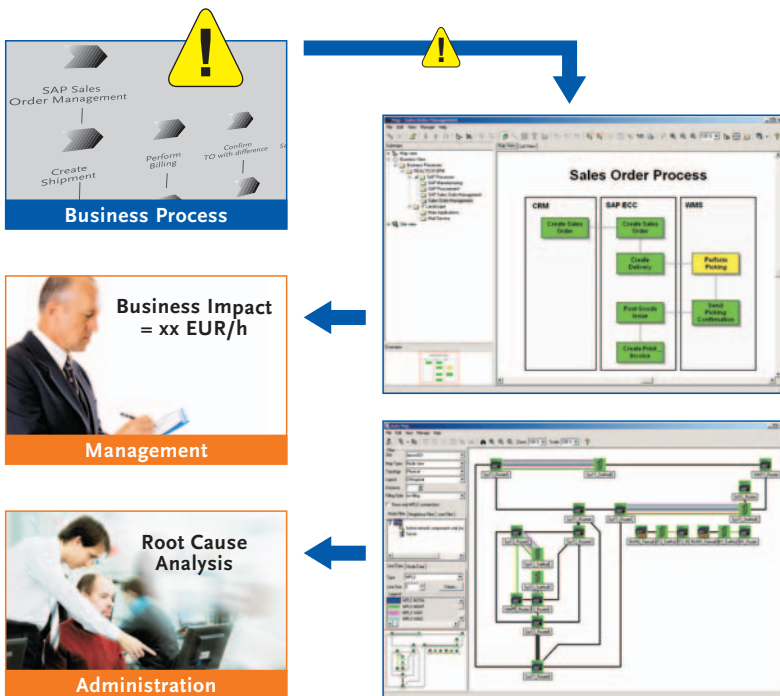
Service requests for SAP can be created in the application itself. These requests automatically contain all relevant parameters: user, the type of SAP system employed, and some SAP-specific data such as transactions.

Reporting: Flexible reporting for enhanced transparency



How to turn Your IT Department into a Service Organization

IT issues are often detected and resolved in isolation. With theGuard! Service Management Center, however, you can now see how specific problems impact your service levels. This enables companies to measure the quality of their service and to obtain the information they need to make targeted improvements. theGuard! Service Management Center provides visibility into business processes, helping you better understand how IT initiatives will impact your company. This enables the IT organization and user departments to work hand in hand, reducing the time required to achieve strategic objectives while ensuring that all of your IT resources are deployed more effectively. On top of that, theGuard! Service Management Center will support you in making the right IT investment decisions.



Successful Asset Management

Integrating theGuard! Service Management Center with SAP yields significant benefits: IT assets that were created in SAP can be automatically included in theGuard! Service Management Center and changes to cost centers can be transferred to the SAP system in real-time. The support staff will, for example, have an overview not only of the location of a hardware component but also of its accounting value. The combination of organizational and functional views creates synergies that make it easy for companies to successfully implement asset management.



Why REALTECH?

REALTECH is Europe's largest supplier of system management software. For more than ten years, we have successfully developed and delivered innovative solutions for large and medium-sized businesses from a wide variety of industries. Companies such as John Deere, Atos Origin, or Merz Pharma use theGuard! Service Management Center.

Your Advantages at a Glance:

- Innovative business process management
- Integration of external ERP systems
- Integrated service level management
- Vendor-independent system and network management
- Topology and VLAN management
- Asset and inventory management including IT component management
- Configuration management with a normalized CMDB
- Baseline and change history
- Comprehensive service desk functionality
- Predefined, ITIL-compliant workflows
- End-to-end analysis (including VoIP)
- Knowledge base (known error database)
- Multi-language support
- Rapid implementation

Please request our separate brochures for more information on:

- Business process management
- System and network management
- ITIL-compliant service management

For a better REAL·IT·y : REALTECH

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