



theGuard!

Software for enterprise-wide
IT service management and
secure business processes



Integration as a competitive advantage

■ To survive in the fiercely competitive world market, companies need an organization that is closely aligned with their business objectives. An IT department that serves business users across the enterprise and high-performance IT systems are key to successfully achieving these objectives. That is why more and more companies are focusing on IT management and the strategic development of their IT infrastructures to drive their business.

REALTECH's consulting services and innovative products will help you improve the performance of your IT solutions and the business processes that are built on top of them. Our products impress with their deep integration with IT services and business processes. Rely on REALTECH's theGuard! software to improve the way your IT contributes to value creation within your business.

theGuard! – and IT works

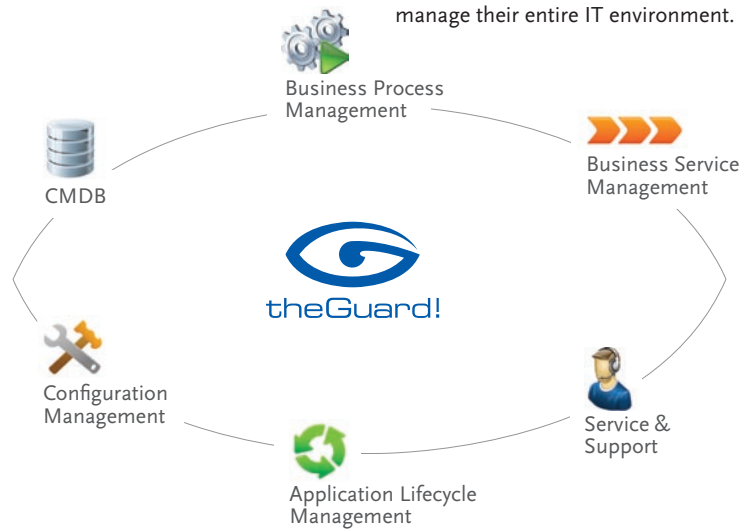
■ The deep level of integration of theGuard! lets you seamlessly monitor your IT infrastructure and IT services to guarantee the availability of your business processes. This benefits virtually every department and individual in the company:

Management: theGuard! creates transparency and allows senior managers to plan ahead more securely by monitoring the key performance indicators of successful business management.

Business users: theGuard! enables them to respond to business demands faster and more securely by giving them highly available and powerful business processes and allowing them to professionally manage development processes.

IT service and support staff: High-quality IT services are available at all times. Powerful features allow them to manage their entire IT environment.

The highly integrated suite of theGuard! products monitors the heart-beat of your entire IT infrastructure and secures your business processes.



About REALTECH

REALTECH AG is one of Germany's leading software providers and a SAP-centric consulting firm. We offer unrivalled expertise in managing business processes and IT services. Our theGuard! suite of products gives you a unique software portfolio for IT management across the enterprise.

More than ten years of experience in successfully developing and selling our solutions have made us Europe's leading provider of IT management software. More than 1,200 large and mid-sized companies as well as public institutions are relying on theGuard! software solutions.

Why theGuard! software?

■ With its theGuard! suite of products, REALTECH gives its customers a unique software portfolio that combines pragmatic solutions with powerful features.

Think big – start small

Its modular design allows companies to grow with our solutions. No more mammoth projects and countless consulting hours, but small, effective steps that will get you closer to your strategic objectives right away.

Reduce complexity

While other system management solutions generate floods of messages, we have taken a different approach: Our status correlation concept provides visibility into your IT management. Information that is tailored to individual user needs and a clear definition of responsibilities ensure maximum process efficiency.

Central data storage

A central configuration management database (CMDB) is the key to successful system operation. The CMDB manages your system performance data. It also maintains the technical attributes of your hardware and software components in a relational database.

Minimize costs

Your IT organization can achieve never-before-seen levels of automation with theGuard!. This allows you to cut costs, secure your processes, and create opportunities to focus on strategic IT projects. Existing solutions can be integrated through standard interfaces to protect the value of previous investments.

Future-proof your IT organization

Our theGuard! suite of products supports you in aligning your IT organization with the ITIL V3 framework. The normalized data model of theGuard! CMDB serves as a powerful basis for this. Its Web-based interfaces guarantee worldwide availability and its scalable server architecture allows for the worldwide deployment across all locations.

Building trust

More than 1,200 companies and institutions the world over are relying on theGuard! software solutions. Software „Made in Germany“ and support services in the local language perfectly match the needs of small to mid-sized businesses as well. Regional support centers serve the needs of our international customers.

Efficient IT operations need live data

Keeping an IT system up and running requires a wide variety of IT systems, complex infrastructures and a number of subdisciplines that range from configuration to inventory creation to monitoring and service invoicing.

theGuard! features highly specialized modules to help you deliver on these challenges. These use the normalized data provided by the CMDB and consistent server and replication components. Due to the large number of supported management and discovery protocols, this database comes pre-filled with extensive data on the various system types and network structures.



Business Process Management

■ Business process management (BPM) is a strategic executive tool. The objective behind it is to generate powerful business processes. Continuous business process management provides a closed loop of analysis, optimization, and implementation of all measures needed to improve business processes. theGuard! Business Process Manager supports everyone involved in the processes within this closed loop, that is, senior managers, business users, and IT administrators

Our solution

theGuard! Business Process Manager knows where to focus optimization and cost reduction efforts and delivers valuable business impact analyses. The intelligent combination of functional and technical rule sets within the solution afford companies an integrated view of their business processes.

The most important features at a glance:

- ▶ analysis of process dependencies
- ▶ visualization of process chains
- ▶ effective root cause analysis
- ▶ monitoring and correlation of all key performance indicators (KPIs)
- ▶ GUI bot systems that simulate user/customer behavior (end-to-end simulation)

Business Service Management

■ Business service management (BSM) focuses on the quality of IT processes and IT systems from the perspective of both applications and business processes. Traditionally, there is a technological gap between the individual tools employed by the IT department and the centralized views of all IT services, which are decisive for a specific application or process. theGuard! Business Service Manager closes this gap with a cross-departmental approach to professional business and service impact analysis.

Our solution

theGuard! Business Service Manager allows you to consistently monitor your heterogeneous IT landscapes. It is based on powerful components for the management of networks, systems, and applications. The individual services can be flexibly combined to form what is called business services. Features such as intelligent correlation, visualization, monitoring, and reporting are then available for use with these business services. This is the basis that allows companies to define customer-specific service levels and to automatically monitor compliance. An adaptive alert concept and the integrated root cause analysis allow administrators to quickly troubleshoot and resolve problems.

The most important features at a glance:

- ▶ IT-enabled processes and systems are monitored
- ▶ easy integration with ERP systems
- ▶ vendor-independent network, system, and application management
- ▶ automated alerting using workflows
- ▶ topology and VLAN management



SAP hosting for medium-sized businesses

As the IT service provider within the Freudenberg Group and as a global hosting company, Freudenberg IT places particular emphasis on the secure and efficient operation of SAP systems. This applies to the Freudenberg Group as well as to external companies and customers. There is perhaps no other industry that relies more heavily on high-availability, performance, and high-quality services to ensure end-user and customer satisfaction and ultimately the success of everyone involved.

“We have already generated significant savings thanks to theGuard! Business Service Manager. Proactive monitoring in particular has boosted the availability of our systems and, as a result, has yielded a rapid return on investment (ROI).” Peter Oswald, Head of Team Data Center Infrastructure and Support, FIT.

Service & support

■ Business service management (BSM), consistent data preparation in a CMDB, and the monitoring of service and support processes are among the central themes of IT service management (ITSM). All of these are IT services that are immediately visible to business users, making it a priority to restore operations as quickly as possible and to minimize the potential for error.

Our solution

theGuard! ServiceDesk lets you quickly and efficiently implement ITIL V3 compliant service processes across your entire IT organization. What's more, the software allows you to flexibly map your processes and provides a full audit trail of them. Your IT support staffers benefit from a direct line to a central CMDB, a knowledge base that is integrated in theGuard! ServiceDesk, and an automated approval system.

The most important features at a glance:

- ▶ preconfigured, ITIL-compliant process mapping in workflows
- ▶ customizable workflows and service processes
- ▶ service level management
- ▶ knowledge base (known error database)
- ▶ freely configurable escalation paths
- ▶ multi-user capability

Configuration Management

■ Configuration management helps you create a common data model for all of your IT management processes. In an ideal setting, access to this data is granted through a normalized CMDB. This puts current, exhaustive, and audit-proof information at your fingertips. When successfully implemented, this will allow you to consistently and unambiguously manage all of your IT resources. The CMDB also is the central data hub for management disciplines such as BPM, BSM, or ITSM.

Our solution

theGuard! CMDB gives companies of all sizes a pragmatic approach to building a normalized CMDB. The Asset & Inventory Management module of theGuard! CMDB also allows for the automated collection of data across the entire IT infrastructure and the central definition and management of relationships between your configuration items (CIs). theGuard! thus provides a powerful basis for all the administrative and operative aspects of organizing your business.

The most important features at a glance:

- ▶ automated and normalized data collection
- ▶ direct comparability of data and values thanks to a normalized data model
- ▶ automatic discovery of dependencies between individual configuration items
- ▶ transparency and flexibility in the definition of business services
- ▶ reliable and detailed reports at the click of a button



Exceptional service

A lack of automation and transparency in the support processes at Checkpoint prompted the company to introduce a global helpdesk system that offers decentralized ticket processing and automatic monitoring of its mission critical applications. And theGuard! ServiceDesk proved to be the ideal solution for this multinational manufacturer and supplier of security solutions for the retail industry.

“With theGuard! ServiceDesk, we were able to significantly reduce the cost of IT operations in no time. We were pleased with the rapid implementation and the administrative overhead for our IT department was drastically reduced. As a result, we now have a smoothly functioning change management process into which we can efficiently integrate even our international partners.” Michael Nogger, IT Operations Manager Europe, Checkpoint Systems.



Application Lifecycle Management

■ Application lifecycle management (ALM) is a combination of operator services for applications and the management of application systems across their entire lifecycle. ALM centers around controlling the processes that are aligned with the requirements of the business. But complex system environments, the sheer number of software solutions employed, and distributed development organizations present new challenges to IT managers.

Our solutions

theGuard! suite of products delivers components that were developed with SAP applications in mind. Our solutions give you a consistent change and release management process for your SAP application landscape that spans the entire enterprise. You will benefit from greater efficiency, improved software quality, and enhanced security in your SAP change management. Another plus are the powerful interfaces with external software tools.

Plan, manage, and track change processes from a single point of control

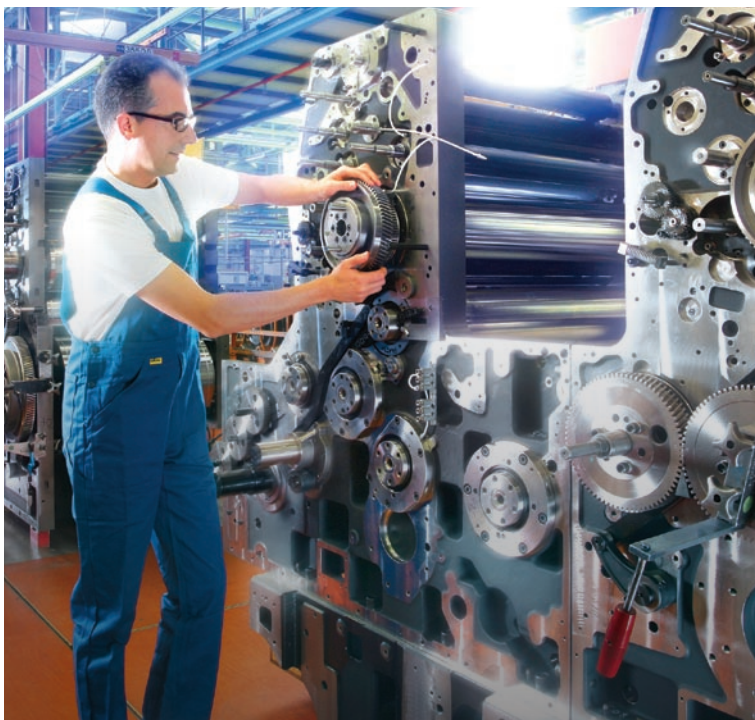
Changes to complex IT environments always entail considerable risks. That is why change and release managers need effective and powerful solutions to support them in this delicate task.

theGuard! ChangePilot will allow you to plan, run, and track SAP change processes from a single point of control. Our solution can be customized to suit individual project requirements. It guarantees a seamless transition from organization to implementation, which is certainly not a given when it comes to software changes. It also gives you the ability to plan ahead better, providing you with a more efficient approach to assigning staff resources.

The most important features at a glance:

- ▶ change and release management processes that are consistent across the entire enterprise can be easily defined
- ▶ integration with existing incident and problem management solutions
- ▶ recurring process steps are automated
- ▶ compliance requirements and standards (Cobit, ITIL, and CMMI) are met

HEIDELBERG



Centrally managing worldwide transports

All over the world, the name Heidelberg Druckmaschinen is synonymous with leading-edge technology, superior quality, and customer benefits. For the world market leader, this also requires efficient and high performing IT systems that benefit the company throughout the world. The introduction of REALTECH's theGuard! TransportManager represented a major step in the restructuring of the company's change management as it paved the way for seamless integration.

"theGuard! TransportManager played a vital part in the restructuring of our change management. Thanks to the flexibility of the software and the excellent cooperation with REALTECH we were able to perfectly integrate theGuard! with our enterprise-wide change management solution."

Thomas Wind, Head of IT Enterprise Services, Heidelberg Druckmaschinen.

Synchronize and secure your ABAP and Java transports in SAP

Companies want their SAP transports to be secure and so IT administrators are faced with new challenges every day.

Rely on **theGuard! TransportManager** to optimize your quality assurance efforts and gain better visibility into your processes. Our solutions provide maximum availability and consistency of your SAP systems while avoiding collisions and overtakers.

theGuard! TransportManager supports SAP's CTS+ to ensure the synchronous transport of ABAP and Java objects in SAP NetWeaver.

The most important features at a glance:

- ▶ avoidance of collisions and overtakers in SAP change management.
- ▶ less time spent on quality assurance
- ▶ highly transparent processes because of automatic notifications to everyone involved
- ▶ individual authorization concepts for the approval of transports and workflows
- ▶ synchronous transport of ABAP and Java objects in SAP NetWeaver

Easy and accurate synchronization of SAP development systems

The parallel operation of multiple SAP landscapes allows companies to prepare new developments and release upgrades without jeopardizing the stability of their SAP production environment. The time-consuming manual synchronization of changes between the production and the project landscape, however, entails considerable risk.

With **theGuard! SyncAssist**, SAP administrators are given a powerful tool that helps them ensure maximum security in the synchronization of their SAP landscapes. The solution will boost the quality of your system and can be seamlessly integrated with your SAP transport system.

The most important features at a glance:

- ▶ automates the synchronization process to provide time and cost efficiencies
- ▶ eliminates routine tasks to free up project resources
- ▶ improves the quality of your system by preventing errors
- ▶ gives you maximum control over your processes by tracking the status of all objects
- ▶ integrates seamlessly with your SAP transport system

Worldwide support

Our international presence is built upon REALTECH's foreign subsidiaries and strong partners throughout the world. In addition, we have more than 20 experienced implementation partners across the German-speaking world.

Our theGuard! products have been awarded the "Powered by SAP NetWeaver" certification and the "Certified for SAP NetWeaver" status. REALTECH is a Microsoft integration partner. theGuard! software products are based on Microsoft SQL server and Microsoft .NET.



Since its founding, REALTECH has been closely cooperating with SAP on a technology level. We are a founding member of the SAP Linux Lab, a Global Technology Partner, and the world's only Global Alliance Partner Support.



theGuard! – and IT works.

REALTECH Software Products GmbH

Industriestrasse 39c
69190 Walldorf · Germany

Tel. +49.6227.837.684
Fax +49.6227.837.9684
software.products@realtech.com
www.realtech.com

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