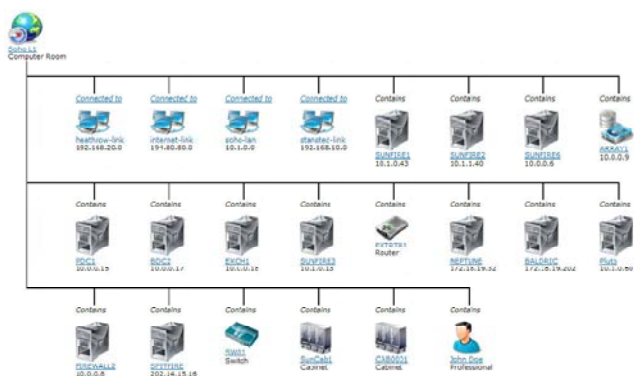




easyCMDB is an IT Service Management product built according to ITIL® principles, which enables you to record & manage all your IT configuration items and the complex relationships between them.

In addition to all the features you would expect from a **Configuration Management Database**, easyCMDB extends to include **Incident, Problem, Change, Document, Release** and **Service Management** to provide a complete ITSM solution.

easyCMDB is a 100% web-based product, and can scale easily to suit your enterprise requirements. Its intuitive interface means minimal training or consultancy is required to implement, so you can be up and running with minimal delay and cost.



easyCMDB will run on Linux, Solaris® or Microsoft® Windows Server and uses IIS/Apache, PHP & MySQL.

User Security

Multiple levels of security, to cater for all parts of your organization and delegated administration of individual CIs. Specific roles for end users, service desk and administrators including Self-Service portal.

Configuration Management

Support for both physical and logical CIs including **Locations, Racks, Networks, Devices, Software Products, Applications, Data Stores, Documents** and **People**. Fully customizable database schema allows you to define your own CI attributes.

Linking CIs together to form relationships is quick and easy, plus you can define your own relationship types. A complete audit-trail is recorded of all changes made including the ability to save multiple CI versions.

Change Management

Support for simple or complex work-flow allows you to introduce separate project review of changes, individual project CABs, change templates and sub-tasks with associated costs.

Incident & Problem Management

Incidents come in the form of Faults, Known Errors, Problems and Service Requests with support for Service definitions and automatic classification of incidents.

Document Management

Any kind of file can be quickly uploaded into the database and linked with the relevant CIs. This provides a powerful document repository for all your IT-related material with multi-version support and added security.

Service Desk

A powerful Dashboard shows the current state of your environment with real-time incident counters by priority, assignments and overdue faults. The Active Log provides powerful search capability for finding known errors or duplicate faults.

Notification

easyCMDB can automatically notify end users, CAB members, CI owners and support staff of all incidents and change records throughout their lifecycle via e-mail.

Reporting

Adobe® PDF reports can be produced with a click of the mouse button in easyCMDB. The content of the report can be user defined by creating views of your data.

Integration

You don't have to give up your favorite Help Desk system when implementing easyCMDB. A flexible web service interface is provided for you to synchronize easyCMDB records with external systems, including incident and change records. We also provide a configurable agent which can be installed directly on your CIs to automate updating of the CMDB.