



- Support of Critical Business Services
- Single Point of Control and Centralized IT
- Complete Visibility of IT Assets
- Full Reporting and Metrics
- Achieve and Streamline IT Compliance



From User Requests to Customer Acceptance

Our IT Services Change Management Solution allows you to easily capture, automate, and govern your entire IT organization's response to all business, technical, and operational issues. Aldon gives you ultimate management of all IT-related issues and processes for IT services, network operations, and system administration areas by letting you view and monitor all requests and incidents from the time they are created to the time they are resolved. All data is stored in a central repository that keeps track of the various issues, requests, and tasks, thereby accelerating approvals and effectively managing workflows until there is resolution and full customer acceptance.

With Aldon, users proactively define and centrally manage issues, tasks, and requirements. This facilitates greater collaboration, impact analysis, and communication amongst IT groups and management. What's more, through precise and accurate reporting, our solution helps you easily achieve IT compliance.

Aldon for IT Services Change Management

collect.track.control.

Aldon Community Manager | Aldon CMDB



Support of Critical Business Services >

Aldon allows you to automatically inventory, track, and clearly view your complete IT infrastructure, services, and assets across IT—no matter how complex. And that gives you total control because you can see all of IT—including the service requests, SLAs, the configuration items and all their dependencies. Through our IT Services Change Management solution, you get a way to trace all IT services from end to end so you can easily support and manage critical business services.

Single Point of Control and Centralized IT >

Aldon's IT Services Change Management Solution allows you to centralize IT. We capture and maintain a repository of all IT assets by automatically finding and inventorying those assets—network components, software, hardware, SLAs, service requests, incidents, and other configuration items and their dependencies—giving you a single point of control and allowing for effective management of your IT assets. And because everyone works off the same database and everything is kept in one place, you can easily allocate resources, track project status, view service request completion, engage in overall analysis of IT assets, and ultimately make the best decisions possible for your IT organization because you have total visibility across all of IT.

Complete Visibility of All Your IT Assets >

Historically, most CMDB's have been weak in keeping data current. Aldon's CMDB ensures that the data is kept up-to-date at all times. A key success factor in implementing a CMDB is the ability to automatically discover Configuration Items (CIs) and track changes as they happen. Aldon will let you do just that. It stores all IT infrastructure components and provides a centralized view of all interdependencies of assets, issues, and projects.

Full Reporting and Metrics >

Aldon provides IT with customizable reports and dashboards that offer instant overviews of project status, metrics, and other key performance indicators. This lets you quickly access real-time information on productivity, staff utilization, application development, incident resolution statistics, and other historical data to improve and optimize your software development process. With this reporting, you have the visibility and information you need to properly deploy resources, better manage IT projects, and make informed business decisions.

Achieve and Streamline Regulatory Compliance.

Aldon automates, enforces, and tracks all changes as they move through the lifecycle, providing you with a traceable audit trail, so you can ensure that proper controls are in place to meet your regulatory obligations. Simply put, we enable you to view, capture, track, monitor and report on everything necessary to satisfy most common regulations. Our software enforces workflow resulting in the management of the whole process from user requirements to release, each and every time.

Resolve User Requirements and Issues.

From the moment a user request or incident report is posted, our software automatically routes the request through business-defined workflows, assigning tasks and notifying users where appropriate. Notes, discussions, emails, and chats are recorded and allow authorized users to communicate with each other throughout the whole process. This means you can track user requests through resolution.

Manage Resources and Control Costs.

You can manage resources more effectively and allocate people to the right projects. Plus you can control service level agreements (SLAs) from both a client and vendor perspective. It can be as simple as learning that an employee is not using a VMWare license, meaning you don't have to buy another license for someone else; or as complicated as being able to cut an outsourcing cost because you can determine the outsourced team is not giving you a return on your investment. This effective management of resources adds up to cutting or controlling costs.

See and Control Everything.

We get everyone working from the same process-based system and give you total visibility across your IT organization. From a single console, you can track project status, view service request completion, monitor hardware and software requirements, and see who's working on what. You can view each and every IT asset you have; their dependencies and what happens if you change them.

- **Aldon Community Manager** > Capture. Automate. Approve. Automatically capture, track, and govern an IT organization's responses to all business, technical, and operational issues:
 - ❖ Workflow and approval procedures and processes
 - ❖ Change requests and requirements tracking
 - ❖ Problems, incidents, and change management
 - ❖ Automatic management of approval processes and escalation procedures
 - ❖ Configurable, dynamic forms for entry
 - ❖ Complete activity logging and reporting
 - ❖ Support for IT compliance standards such as ITIL
 - ❖ SLA management for IT compliance obligations
- **Aldon CMDB** > Collect. See. Organize. Complete IT asset visibility for IT Services Management:
 - ❖ A single, trusted location for all data and infrastructure components
 - ❖ Comprehensive metadata on all configuration items
 - ❖ Advanced search and reports
 - ❖ Graphical display of CIs and their relationships
 - ❖ Data linkage of key processes such as incident, problem, and change requests
 - ❖ Seamless integration with Aldon Community Manager and a host of 3rd party discovery tools

features



Change. Collaborate. Comply.

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