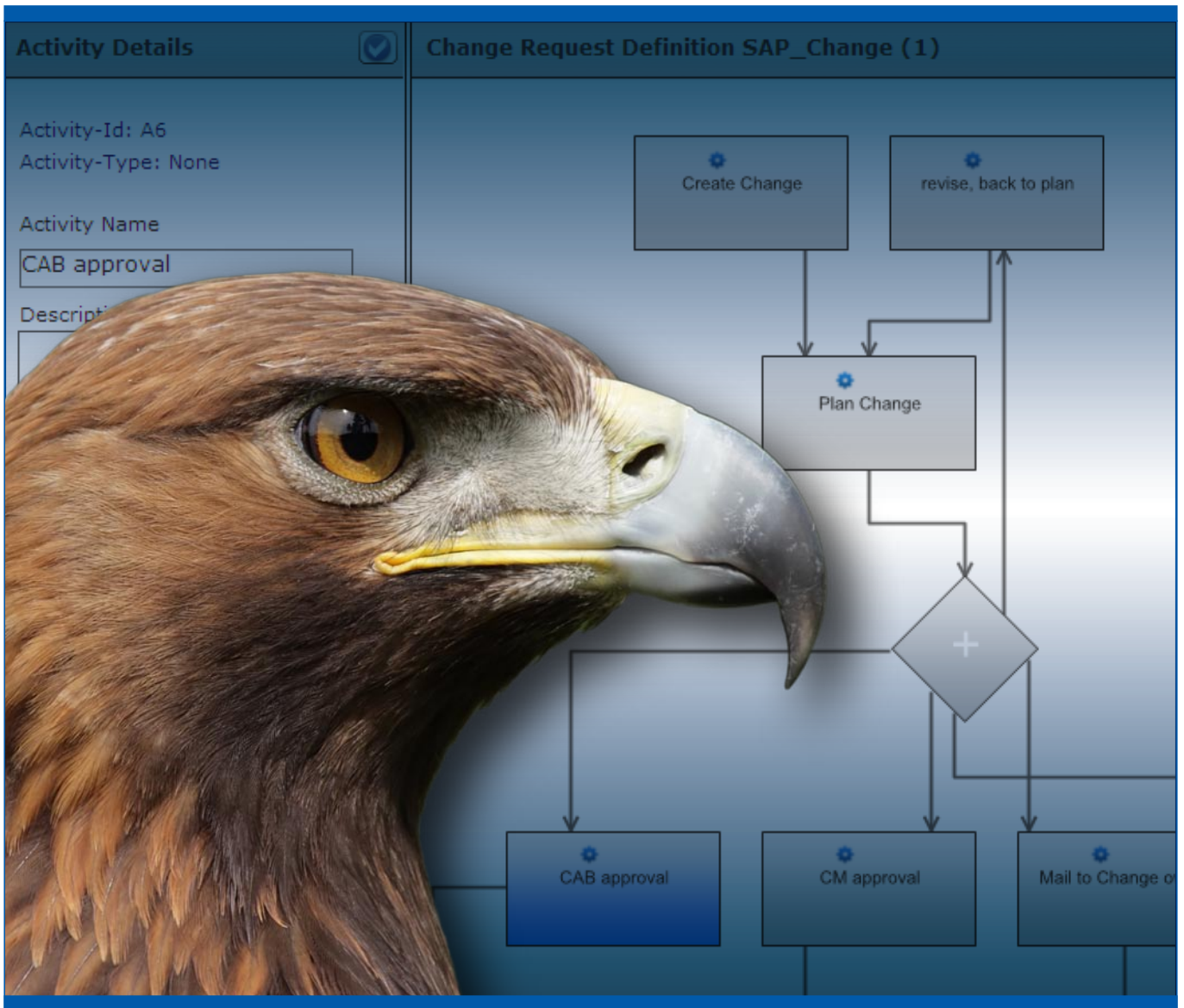


theGuard! ChangePilot



Run, Manage, and Track Change Processes from a Single Point of Control.



theGuard! ChangePilot

„theGuard! ChangePilot enables our customers to run, manage, and track all of their SAP and non-SAP change processes from a single point of control.“

Rudolf Kubica, Product Manager theGuard! ChangePilot

The Challenges of Change and Release Management

Complex IT environments and the sheer number of software solutions employed present new challenges to change and release managers. It often requires diverse expertise to operate all of these individual solutions. Usually, this cannot be accomplished by one person alone, which necessitates extensive internal coordination. Due to the tight integration into business operations, there is also a lack of strategic resources that are needed to realize and reliably optimize change and release processes in the company. What was lacking was a comprehensive software solution that provided change and release managers with a tool that would allow them to manage complex SAP environments across technological boundaries.

theGuard! ChangePilot

theGuard! ChangePilot delivers maximum efficiency when it comes to the execution of change and release management in complex IT environments. ChangePilot is a system that operates across the entire IT environment and can thus be implemented regardless of the technologies used in it.

Enterprise-wide change management processes can be easily defined and monitored. Convenient reporting features allow management to always stay up to speed on process maturity or the progress of ongoing projects. If there is a probability that deadlines will not be met, the system will immediately alert the administrators in charge.

ChangePilot's role in IT service management.

Thanks to the intelligent supply logic of theGuard! TransportManager, change requests can go live across all technologies, assuring the high quality of the software in the SAP environment while eliminating the need for additional coordination.

Individual change requests can be combined to form releases. Using the integrated release schedule, management can stay on top of the IT roadmap at all times. Release planning can thus be adapted to changing conditions. By integrating ChangePilot with solutions such as SAP Solution Manager Service Desk, companies can implement change management procedures that cover their entire IT environment. Status queries ensure optimum process transparency.

Easily Adapt Established Processes to Your Requirements

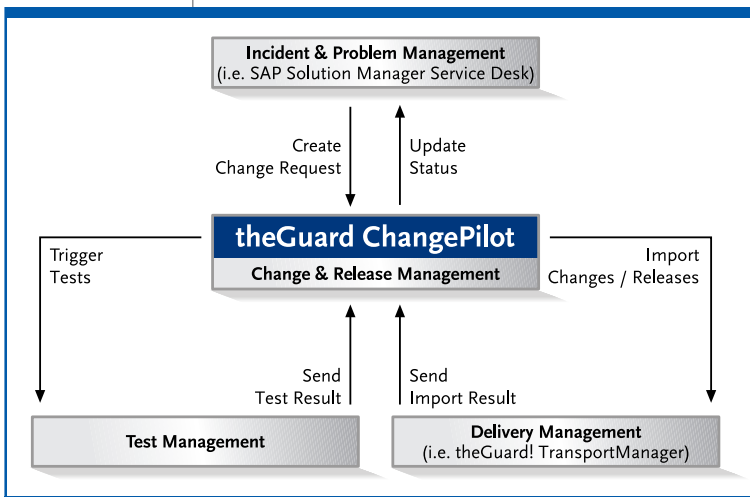
Change and release process are continuously optimized or adapted to changing legal requirements. ChangePilot's built-in graphical workflow editor (see illustration) facilitates this process.

Using wizards, administrators can easily and comfortably define complex change processes. Their graphical representation gives administrators a transparent overview that does not require them to search countless tables for configuration settings.

Reduce Workloads through Automation

ChangePilot allows companies to automate recurring tasks within defined processes:

- ▶ Execution of component testing and process control depending on test results
- ▶ Definition of escalation levels and automatic dispatch of notifications
- ▶ Change request control in the SAP transport system using theGuard! TransportManager



Full-fledged Release Management

In ITIL and CMMI-compliant release management, change requests are uniquely assigned to a release, assuring a smooth and timely go-live.

ChangePilot gives release managers the opportunity to define various release processes. This allows them to automatically integrate important functions such as notifications upon completion of testing, feature freezes, or escalations in order to avoid missing deadlines in processes.

The individual releases are scheduled and maintained in a release schedule, where they can also be structured across project boundaries to enhance transparency.

Compliance and Traceability of Changes

Laws and regulations such as Sarbanes-Oxley (SOX), KWG (German Banking Act), and GOB (principles of proper accounting) require companies to ensure full traceability of all changes to their production systems.

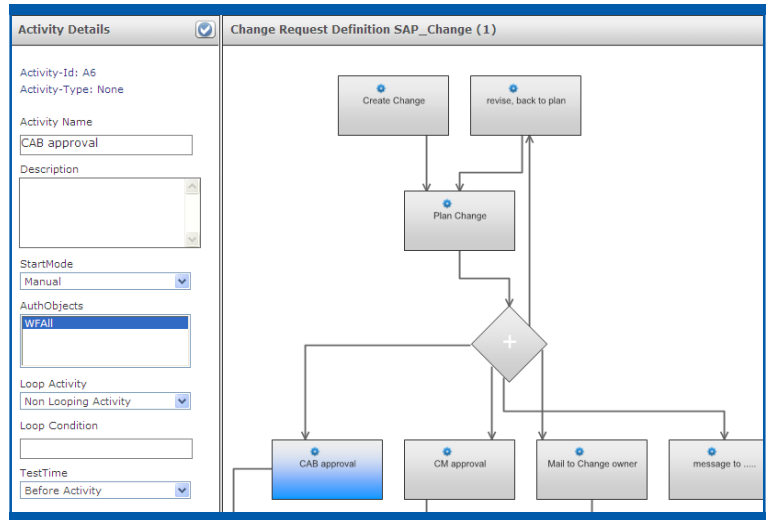
In ChangePilot, companies can manage defined processes, document changes, and store them in an auditable way. The audit trail of a change request or release can thus be accessed at any time.

Enterprise-wide IT Service Management

In the future, change and release management as an integral element of COBIT (Control Objects for Information and related Technology) will be defined across a company's systems and technologies.

The objective is to establish consistent IT service management processes across the entire enterprise – regardless of the various technologies used in the individual IT systems.

Because ChangePilot can be integrated with existing tool environments, for example with SAP Solution Manager Service Desk, consistent processes can be defined and monitored across the entire enterprise.



System Requirements

Installation

The central system of ChangePilot is installed as an add-on on a Java-enabled Web server. The front-end component was developed in ABAP/4. Both components exist in their own namespace. The installation is carried out by importing Java archives and SAP transport requests into the involved systems respectively.

SAP release

The central system requires a SAP system, release 6.40 or later with a Java stack installed. The front-end components require SAP Basis release 4.6/C or later.

Security concept

Utilization of a proprietary SAP authorization object.

The graphical workflow editor allows you to quickly define and adapt processes.

At a Glance

- ▶ Change and release management as a "single point of control"
- ▶ Development processes that are consistent across the entire enterprise can be easily defined
- ▶ Transparent overviews of the defined change and release management processes are provided
- ▶ ITIL and CMMI-compliant
- ▶ Compliance requirements are met (COBIT)
- ▶ Recurring process steps are automated
- ▶ Technical complexities are abstracted, particularly in the field of SAP
- ▶ Can be seamlessly integrated with existing tool environments
- ▶ theGuard! TransportManager is used to control transports

theGuard! Products and Capabilities

	Business Process Management	Business Service Management	IT Service Management	Application Lifecycle Management	Configuration Management	CMDB
theGuard! Service Management Center						
theGuard! Business Process Manager	●					
theGuard! Business Service Manager		●	●		●	●
theGuard! ServiceDesk			●			
theGuard! CMDB		●	●		●	●
theGuard! Change & Configuration Management						
theGuard! ChangePilot				●		
theGuard! TransportManager				●		
theGuard! SyncAssist				●		
theGuard! InterfaceManager	●					

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About REALTECH

REALTECH AG is an international holding company that specializes in SAP technology consulting and the development and marketing of IT service management software.

REALTECH Software Products GmbH is **Europe's leading provider of system management software**. REALTECH's theGuard! suite of products is the world's only highly integrated software portfolio for **enterprise-wide IT management and secure business processes**.

theGuard! Service Management Center includes software for your business process and business service management needs, supports all service management disciplines according to ITIL V3, and offers comprehensive monitoring, analysis, and alerting features. REALTECH's **theGuard! Change & Configuration Management** products ensure the reliable execution of development and change processes across multiple systems and applications. This improves the quality of applications (e.g. SAP) and helps ensure system stability and auditability.

Over 1,000 companies and institutions the world over have been relying on theGuard! software solutions for over a decade now. This includes companies such as OSRAM, John Deere, Atos Origin, EnBW, German savings banks, and the German Army.

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